VOLUNTARY ORGANIZATIONS IN THE HAMILTON DISTRICT: A PROFILE

FERENCE MANUAL, INCLUDING
RESEARCH RESULTS, DISCUSSIONS AND
RECOMMENDATIONS FOR THE FUTURE

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PREFACE

The following publication is designed to serve as
an easy reference guide to the results of the
"Profile of Voluntary Organizations" survey conducted
by the Volunteer Bureau of the Social Planning and
Research Council of Hamilton and District.

Results are reported, for the most part, on even-
numbered pages in a table format. These are then
summarized with points of interest noted on the op-
posite or odd-numbered pages.

At the end of the report, one will find some discus-
sion of the overall results and recommendations
arising from the survey.

A Table of Contents is included for easy reference.

TABLE OF CONTENTS

SECTION "D":   DISCUSSION AND RECOMMENDATIONS

INTRODUCTION

Since its inception in 1963, the Volunteer Bureau has been attempting to meet the needs of the voluntary community and social service agencies. What this has meant, for many years, has been the recruitment, screening, and referral of volunteers to agencies' programs.

At one time, this involvement alone would have been satisfactory. Today, however, an increased complexity in the scope and nature of voluntary activity has necessitated a more sophisticated response on the part of the Volunteer Bureau.

Successful volunteer activity involves more than simply recruiting a volunteer and assigning them to a job. Volunteers themselves are now undertaking tasks which can be very demanding and challenging in terms of the skills and qualities required to do the work properly. To support this increasingly valuable resource, volunteer program planners must recognize and prepare to answer the emerging need for more extensive training and support of volunteer work, to offer a chance for change and growth within programs for volunteers wanting to learn and advance their role or responsibilities, and to recognize and reward those volunteers for contributions they make to the service. Many co-ordinators recognize these needs and are struggling to ensure their programs offer this response to their volunteer members.

The response on the part of the Volunteer Bureau to assist agencies in meeting this challenge has, however, been limited. Several factors can account for this. First, time and resources have, as with many other organizations, limited the scope within which the Bureau can work. Secondly, the necessary background information to (a) justify the service and (b) plan out the involvement has not been obtained. Further information on various elements of agencies' volunteer programs was an essential ingredient in any recipe for change.

With this in mind, the Volunteer Bureau set out to undertake a major research project that would:

(a) determine the need for projected services of the Volunteer Bureau;

(b) determine the problem areas in the volunteer programs of agencies and groups;

(c) determine the effectiveness of Volunteer Bureau efforts in servicing these groups;

(d) assist in the development of a better understanding of voluntayy activity in the city of Hamilton; and

(e) update Volunteer Bureau records.

In May, 1981, support was received from the Summer Canada Employment Program of Canada Employment and Immigration Commission to pursue this endeavour.

METHODOLOGY

A sample was drawn from the Volunteer Bureau records of agencies which they were currently dealing with, or had dealt with in the past. This was supplemented by the Directory of Community Services, published by Community Information Services of Hamilton-Wentworth. All agencies in this directory which employed the services of volunteers were then added to the list of planned contacts drawn from Volunteer Bureau records.

From this master list, the following were eliminated:

(1) All the agencies that did not provide service within the boundaries of the city of Hamilton.

(2) Individuals, not agencies, who had filed requests for volunteers with the Volunteer Bureau.

(3) Those agencies which operated under the auspices of a larger agency which was included in the survey.

In addition, where an agency operated with several branches throughout the city (i.e., Hamilton Public Library, Y.M.C.A.), only one representative was selected for inclusion in the sample.

From this list, ten (10) agencies were selected for a pre-test. An attempt was made to select a pre-test sample that represented a wide range of agencies and services.

Upon completion of the pre-test, the questionnaire was revised and attempts were made to arrange personal interviews with the remaining one hundred and sixteen (116) agencies. Of these, one (1) agency was inoperative, five (5) refused to participate due to time limitations, and eleven (11) were unable to be contacted or arrange a mutually convenient time for an interview. Personal interviews were conducted with the remaining ninety-nine (99). These were completed between the last week in June and the first week in August, 1981.

Another phase of the research project required that each agency participating in the study be asked to complete an additional questionnaire that examined the need for projected services of the Volunteer Bureau. Originally, this was to be mailed out and completed prior to the scheduled interview. A postal disruption during the interview schedule, however, necessitated that most of the questionnaires be delivered at the time of the interview and either completed then or picked up at a later date. The former was very difficult to operationalize as the average interview took close to one hour to complete. To ask for another 10-15 minutes to answer a supplementary questionnaire was often too demanding. The later format was used more frequently and hence consumed a considerable amount of project staff time. In view of these difficulties, our response rate on this phase of the project of 81.8% was very high.

A third phase of the project involved interviewing a sample of community organizations and citizen groups. This will be dealt with in a separate section of this report (see page 69).

Statistical analysis was limited for all three phases of the project due to budget constraints which prohibited the use of a computer. Further, the anticipated use of the data did not require extensive statistical analysis at this point.

RESULTS

Results of this study will appear in three separate sections in this report. These will include:

    (a)   the results of the mail-out questionnaire on projected services of the Volunteer Bureau;

    (b)   the data collected through personal interviews at agencies about their programs; and

    (c)   the data collected through interviews with community organizations and citizen groups.

Occasionally, the reader will be directed to an earlier section in the report to compare results.

The Table of Contents (at the front of this report) and the Index (at the end of the report) will assist the reader in referring to certain topic areas. Most have been cross-referenced in the Index.

SECTION "A"

PROJECTED SERVICES OF THE VOLUNTEER BUREAU

AS COLLECTED THROUGH A MAIL-OUT QUESTIONNAIRE

(n=81)

RESOURCE MATERIALS

Respondents were asked if they, or someone else from their organization, would make use of an expanded resource library. Seventeen percent (17%) of the respondents would not and four percent (4%) did not respond. Seventy-eight percent (78%) said they would make use of it and three percent (3%) gave a conditional "yes". The specific areas of subject interest for these eighty-one percent (81%) are noted in Table 1.1.

Table 1.1 – Library Subject Interest (n=65 or 81%)

Recruitment	65%
Training	54%
Volunteer Management ...	49%
Publicity	45%
Program Development	39%
Retention	34%
Others	6%

Respondents were asked if they, or someone from their organization, would find a given list of additional resource material useful. The results, shown in Table 1.2, indicate the percentage of respondents who would find each resource useful.

Table 1.2 – Usefulness of Additional Resource Materials (n=81 or 100%)

Training Manual Inserts	65%
Films	63%
Speakers	57%
Film Projector	49%
Games, Workshop and Participatory Materials	48%
Slide/Tape Projector	47%

CO-ORDINATOR NETWORKING

Respondents were asked if they would be interested in a series of free, regular sessions where co-ordinators of volunteers could share information, problem-solve and/or explore areas of collective action on topics such as recruitment, programming and publicity. Table 2.1 indicates the results.

Library:

Summary: 1. A considerable number of agencies (81%) responded positive-
ly in reporting that they would make use of an expanded
resource library (3% of these being conditional).

2. Of these, the greatest subject interest was found to be in
the area of recruitment (65%); an area of concern that
will again surface elsewhere.

Additional Resource Material:

Summary: 1. Of all respondents, the greatest interest for additional
resource materials was reported for training manual inserts
such as general material on the role of volunteers in se-
lected service areas, social change, community resources,
advocacy, etc.

2. A considerable amount of interest was also shown for films
and guest speakers on volunteerism.

CO-ORDINATOR NETWORKING

CO-ORDINATOR NETWORKING   (cont'd)

Table 2.1 - Co-ordinator Networking   (n=81 or 100%)

Would be interested	79%
Would not be interested ...	15%
No answer	4%
Don't know	3%

Respondents who were interested were asked if they could find the time to attend. The results are shown in Table 2.2.

Table 2.2 - Ability to Attend Co-ordinator Networking Sessions (n-64 or 79%)

Could find time to attend	89%
Could not find time to attend	
Could possibly find time to attend ...	2%
No answer	6%

CENTRALIZED INITIAL TRAINING

Respondents were asked if they would encouage their volunteers to attend training sessions on common and basic topics such as communication, listening and community resources. The results appear in Table 3.1.

Table 3.1 - Centralized Initial Training for Volunteers   (n=81 or 100%)

Would encourage attendance	70%
Would encourage attendance, if relevant ...	1%
Would not encourage attendance	24%
No answer	4%
Don't know	1%

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Summary: 1. A considerable number of agencies (79%) expressed interest
              in the concept of co-ordinator networking. Of these, very
              few said they could not find the time to attend (3%),
              while 89% said they could find the time to attend.

CENTRALIZED INITIAL TRAINING

Summary: 1. There was a very positive response to this program area
              with 70% of the agencies saying they would encourage atten-
              dance by their volunteers and 1% saying they would, if the
              topics were relevant.

Of those who would encourage attendance by their volunteers, respondents were asked if centralized initial training would save them time.

Table 3.2 – Time-Saving Value of Centralized Initial Training (n-58 or 71%)

Would save time	74%
Would possibly save time ...	-
Would not save time	10%
No answer	16%

Further, respondents were asked if they would be willing to help in the development of such training sessions.

Table 3.3 – Willingness to Assist in the Development of Centralized Initial Training Sessions   (n=58 or 71%)

Would assist	62%
Would possibly assist ...	-
Would not assist	28%
No answer	10%

Finally, respondents were asked if they would see these sessions as an integral part of training for their volunteers.

Table 3.4 – Value of Centralized Initial Training for Volunteers (n=58 or 71%)

Would be integral part of training	71%
Would possibly be integral part of training ...	3%
Would not be integral part of training	17%
No answer	9%

...

Summary: 2. Again, a considerable number reported that they felt cen-
               tralized initial training would save them time (74%).

           3. Slightly less were the number of agencies willing to assist
               in the development of such programs (62%). Still, this
               figure represents a considerable number of agencies willing
               to assist with centralized initial training.

           4. Many agencies indicating a strong interest in centralized
               initial training showed a marked preference (71%) for
               making it an integral part of their volunteer training
               program.

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* The concept of "centralized training" means co-operative inter-agency
   volunteer training within defined service areas. For example, agencies
   offering services in the medical, educational or counselling field de-
   signing basic training programs applicable to all volunteers working in
   that selected service field.

CENTRALIZED INITIAL TRAINING   (cont'd)

Amongst those respondents who would not encourage attendance by their
volunteers (24%), there were several explanations for their response.
These are recorded in Table 3.5.

Table 3.5 - Reasons for Not Encouraging Attendance of Volunteers (n=19 or 24%)

Programs too specialized for centralized training to work ...	53%
Volunteers would not be interested	11%
Not applicable	11%
Time constraints	5%
No answer	21%

CENTRALIZED ONGOING TRAINING

Respondents were asked if they would encourage attendance by their volun-
teers to one or a series of centralized ongoing training workshops.
Possible topics that were suggested were the legal system, advocacy, the
family, correction, and the health care system. The results are indicated
below.

Table 4.1 - Centralized Ongoing Training   (n=81 or 100%)

Would encourage attendance	74%
Would encourage attendance, if relevant ...	5%
Would not encourage attendance	19%
No answer	3%

Those who would not encourage attendance by their volunteers gave the
following explanations.

Table 4.2 - Reasons for Not Encouraging Attendance of Volunteers (n=15 or 19%)

Not relevant to service of agency	40%
Volunteers would not be interested or have time ...	20%
Volunteers trained enough as is	20%
Not enough volunteers	7%
No answer	13%

Summary: 5.   Of those agencies who said they would not encourage atten-
                dance by their volunteers, the most common reason was that
                they felt their program was too specialized for centralized
                training to work.

CENTRALIZED ONGOING TRAINING

Summary: 1.   The interest in Centralized Ongoing Training was slightly
                stronger than that in initial training. Seventy-four per-
                cent (74%) of the agencies would encourage attendance by
                their volunteers and five percent (5%) if it was relevant.

           2.   Of those not interested, the most common explanation was
                the belief that Centralized Ongoing Training would not be
                relevant to the service provided by the agency (40%).

SKILLS BANK

The requirements of agencies concerning the recruitment of skilled volun-
teers was explored. Respondents were asked if it would be useful to
their agency for the Volunteer Bureau to locate volunteers with specific
and defined skills. The results are shown below.

Table 5.1 - Usefulness of Volunteer Bureau Recruiting Skilled
Volunteers for Agencies (n=81 or 100%)

Would be useful	68%
Would not be useful ...	27%
No answer	5%

Of those who would not find it useful, the following explanations were
provided.

Table 5.2 - Reasons for Not Finding the Recruitment of
Skilled Volunteers Useful (n=22 or 27%)

Specific skills not required ...	41%
Agency has its own network	32%
Not applicable	9%
No answer	18%

Again, all respondents were asked if they could project ways in which
skilled volunteers might be incorporated into their service. Table 4.5
indicates these results. Table 4.6 shows which skills would be most
needed by those agencies.

Table 5.3 - Ability to Project Ways Skilled Volunteers
Could Fit Into Service (n=81 or 100%)

Can project	67%
Cannot project ...	25%
No answer	9%

...

Summary   1. Most agencies (68%) said it would be useful for their agency
             to have the Volunteer Bureau locating volunteers with speci-
             fic and defined skills.

          2. Of those who would not find such a service useful (27%),
             the most common reasons were, for the work their volunteers
             do, specific skills are not required (41%) and they had
             their own network for skilled volunteers (32%).

          3. All but one of the agencies which would find this service
             useful, could project ways in which skilled volunteers
             might be incorporated into their agency's service. This
             information is not included here as it is specific to each
             agency. It is, however, on file at the Volunteer Bureau.

SKILLS BANK   (cont'd)

Table 5.4 - Specific Skills Required   (n=54 or 67%)

Curriculum Planning/Organizing	26%
Clerical/Receptionist	24%
Accounting	22%
Public Relations/Publicity	20%
Recreation - Organization and Instruction ...	18%
Arts and Crafts Instruction	17%
Working With Children	15%
Counselling/Listening	13%
Tutors	11%
Fund-Raising	11%
Legal	11%
Public Speaking	9%
Life Skills	7%
Medical	7%
Drivers	7%
Library Techniques	6%
Entertainment	6%
Technical	6%
Research	6%
Group Skills	6%

Summary   4.   The specific skills required were quite varied with the
                 greatest demand being for individuals skilled in curriculum
                 planning and organizing, clerical and receptionist work,
                 accounting and public relations or publicity work.

SECTION "B"

AGENCY PROGRAM SERIES

AS COLLECTED THROUGH IN-DEPTH PERSONAL INTERVIEWS

(n=99)

VOLUNTEER POSITIONS

Respondents were asked to outline all the volunteer positions in their agency. Each position was then categorized in one of eighteen categories. For the ninety-nine (99) agencies, three hundred and fourty-four (344) positions were noted and classified. These breakdowns appear in Table 6.1.

Table 6.1 - Volunteer Positions Offered

CATEGORY	NUMBER	PERCENTAGE
Befriending/Counselling	51	15%
Recreation	34	10%
Miscellaneous *	34	10%
Clerical/Receptionist/Information Services	33	10%
Teaching	33	10%
Public Relations/Advertising/Media Work	20	6%
Arts & Crafts/Hobbies	19	6%
Fund-Raising	18	5%
Babysitting/Day Care	15	4%
Coffee Shop/Gift Shop	13	4%
Administration	13	4%
Drivers	13	4%
Maintenance/Gardening	10	3%
Library Work	9	3%
Tour Guides/Hostess	8	2%
Group Leaders	8	2%
Therapy	7	2%
Special Events	6	2%
TOTALS	344	102%

*   The various jobs assigned to this category each represented less than 2% of all volunteer positions offered through agency programs.

Summary: 1.   There were three hundred and forty-four (344) volunteer
                 positions * reported by the ninety-nine (99) agencies for
                 an average of 3.5 positions per agency.

           2.   The most volunteer opportunities were in the area of be-
                 friending and/or counselling with fifteen percent (15%)
                 of all volunteer positions falling into this category.

           3.   Other major positions included recreation, clerical and
                 receptionist work, and teaching, each category accounting
                 for ten percent (10%) of all positions recorded.

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* It is important to emphasize that we refer, here, to positions into
   which a varying number of volunteers are recruited. Thus, the three
   hundred and forty-four (344) positions imply a much larger number of
   jobs open to volunteers in the agencies included in this sample.

INITIAL TRAINING

For each position, respondents were asked a series of questions relating to initial and ongoing training as well as support and supervision. The results for the initial training section appear in Tables 7.1 - 7.9.

Table 7.1 - Positions Having Initial Training

	TOTAL NUMBER OF POSITIONS	HAVE INITIAL TRAINING	DO NOT HAVE INITIAL TRAINING	NO ANSWER	TOTALS
Befriending/Counselling	51	78%	22%	–	100%
Recreation	34	68%	29%	3%	100%
Miscellaneous	34	79%	15%	6%	100%
Clerical/Receptionist/Information Services ..	33	73%	21%	6%	100%
Teaching	33	71%	29%	–	100%
Public Relations/Advertising/Media Work	20	90%	5%	5%	100%
Arts & Crafts/Hobbies	19	74%	21%	5%	100%
Fund-Raising	18	61%	39%	–	100%
Babysitting/Day Care	15	73%	30%	7%	100%
Coffee Shop/Gift Shop	13	77%	15%	8%	100%
Administration	13	77%	15%	8%	100%
Drivers	13	69%	23%	8%	100%
Maintenance/Gardening	10	70%	10%	20%	100%
Library Work	9	89%	–	11%	100%
Tour Guides/Hostess	8	100%	–	–	100%
Group Leaders	8	75%	25%	–	100%
Therapy	7	100%	–	–	100%
Special Events	6	67%	17%	17%	101%
TOTALS	344	75%	20%	5%	100%

Summary: 1. **Of all three** hundred and forty-four (344) volunteer positions, most had initial training offered (259 or 75%).

2. The Fund-Raising positions had the highest rate of no initial training offered while the position category with the fewest positions not having **initial training** (of these categories with of least 20 positions) was group leaders.

INITIAL TRAINING   (cont'd)

Table 7.2 - Reasons For Not Offering Initial Training   (n=68)

Job is simple	31
Training done elsewhere	27
Skills brought by volunteers ...	18
Enough supervision offered	10
No training required	7
New co-ordinator - no time	6
Others	18
No answer	13

Table 7.3 - Format of Initial Training

CATEGORY	INDIVIDUAL TRAINING SESSIONS	GROUP SESSIONS, WORKSHOPS	VOLUNTEER MATCH-UPS	ON-THE-JOB TRAINING	OTHERS	NO ANSWER
Befriending/Counselling .... (n=40)	43%	50%	32%	48%	10%	-
Recreation .... (n=23)	61%	30%	22%	48%	9%	-
Miscellaneous .... (n=27)	19%	63%	41%	52%	--	-
Clerical/Receptionist/Information Services (n=24)	67%	25%	33%	54%	4%	-
Teaching .... (n=22)	50%	64%	41%	41%	9%	-
Public Relations/Advertising/Media Work .. (n=18)	50%	50%	17%	33%	6%	6%
Arts & Crafts/Hobbies .... (n=14)	57%	29%	14%	43%	7%	-
Fund-Raising .... (n=11)	55%	55%	9%	73%	9%	-
Babysitting/Day Care .... (n=11)	64%	45%	36%	55%	9%	-
Coffee Shop/Gift Shop .... (n=10)	60%	40%	40%	40%	10%	-
Administration .... (n=10)	30%	60%	20%	50%	20%	-
Drivers .... (n= 9)	60%	30%	20%	50%	--	-
Maintenance/Gardening .... (n= 7)	71%	57%	29%	29%	-	-
Library Work .... (n= 8)	50%	63%	-	33%	13%	-
Tour Guides/Hostess .... (n= 8)	38%	88%	25%	38%	--	-
Group Leaders .... (n= 6)	33%	83%	67%	50%	50%	--
Therapy .... (n= 7)	43%	57%	29%	29%	14%	-
Special Events .... (n= 4)	25%	75%	25%	50%	--	--
TOTALS (n=259)	49%	50%	37%	47%	8%	0%

Summary: 3.   The most frequent reasons for not offering initial training
               were that the job was too simple and that training is
               received elsewhere - implying on a past volunteer position
               or through a volunteer's past experiences.

          4.   The format of initial training programs varied among groups
               with the same type of positions. The most frequently used
               formats, overall, included group sessions or workshops, in-
               dividual training sessions and on-the-job training (each
               being reportedly conducted in 50%, 49%, and 47% of the
               positions respectively).

          5.   Individual training sessions applied most to recreation,
               clerical/receptionist, public relations/advertising, arts/
               crafts/hobbies, and babysitting/day care positions. Group
               training sessions were most popular for befriending/
               counselling, teaching, and administrative positions while
               on-the-job training was used most frequently in fund-raising
               positions.

INITIAL TRAINING (cont'd)

Table 7.4 – Content of Initial Training

CATEGORY	INTERPERSONAL/ COMMUNICATION SKILLS	CRISIS INTER-VENTION	AVAILABILITY OF COMMUNITY RESOURCES	SPECIFIC JOB RESPONSIBILITY	OTHER	NO ANSWER
Befriending/Counselling .... (n=40)	38%	33%	33%	90%	45%	3%
Recreation .... (n=23)	9%	9%	9%	91%	52%	–
Miscellaneous .... (n=27)	48%	19%	26%	100%	41%	–
Clerical/Receptionist/Information Services (n=24)	33%	17%	29%	95%	28%	–
Teaching .... (n=22)	36%	32%	18%	91%	64%	5%
Public Relations/Advertising/Media Work .. (n=18)	50%	11%	44%	83%	39%	–
Arts & Crafts/Hobbies .... (n=14)	7%	14%	14%	93%	57%	–
Fund-Raising .... (n=11)	36%	18%	36%	100%	45%	–
Babysitting/Day Care .... (n=11)	27%	36%	9%	82%	18%	9%
Coffee Shop/Gift Shop .... (n=10)	10%	10%	–	100%	40%	–
Administration .... (n=10)	50%	40%	60%	100%	60%	–
Drivers .... (n= 9)	33%	33%	11%	89%	33%	–
Maintenance/Gardening .... (n= 7)	43%	14%	14%	86%	14%	–
Library Work .... (n= 8)	13%	–	13%	88%	75%	–
Tour Guides/Hostess .... (n= 8)	13%	–	–	63%	75%	–
Group Leaders .... (n= 6)	67%	67%	67%	83%	33%	–
Therapy .... (n= 7)	29%	14%	14%	100%	57%	–
Special Events .... (n= 4)	–	–	–	75%	50%	–
TOTALS (n=259)	32%	21%	24%	92%	48%	1%

Table 7.5 - Content of Initial Training: Breakdown of "Other" Responses (n-123)

Orientation to Agency	61%
Orientation to Issues Particular to Agency ...	41%
Skills Particular to Agency...................	35%
Policies and Objectives of Agency	26%
Expectations of Agency	9%
Possible Problems That May Be Encountered	8%
Others	2%

Summary: 6. The content of initial training had, for virtually all
             positions, the teaching or instruction of specific job
             responsibilities (92%). Others included interpersonal
             and communication skills as well as basic orientation to
             the agency.

Table 7.6 - Length and Frequency of Initial Training Programs

CATEGORY	LENGTH							FREQUENCY				
	LESS THAN 3 HRS	3-6 HOURS	6-10 HOURS	10-15 HOURS	MORE THAN 15 HRS	NO ANSWER		ONCE A MONTH	YEARLY	AS REQUIRED	OTHER	NO ANSWER
Befriending/Counselling ...	25%	35%	8%	8%	18%	8%	......	13%	10%	50%	25%	–
Recreation	39%	39%	–	–	9%	18%	......	9%	13%	74%	4%	–
Miscellaneous	44%	37%	7%	4%	7%	4%	......	11%	11%	67%	19%	–
Clerical/Receptionist/ Information Services ...	42%	25%	4%	8%	13%	8%	......	8%	4%	79%	8%	–
Teaching	9%	36%	18%	14%	5%	18%	......	–	14%	46%	41%	–
Public Relations/Adverti- sing/Media Work	50%	6%	6%	11%	28%	6%	......	6%	11%	56%	33%	–
Arts & Crafts/Hobbies	36%	43%	–	–	14%	7%	......	7%	14%	71%	7%	–
Fund-Raising	46%	36%	–	–	18%	–	......	–	36%	55%	18%	–
Babysitting/Day Care	18%	13%	27%	9%	–	27%	......	9%	–	64%	18%	9%
Coffee Shop/Gift Shop	30%	50%	10%	–	10%	–	......	20%	10%	60%	10%	–
Administration	30%	50%	–	–	20%	–	......	–	30%	40%	30%	–
Drivers	33%	11%	11%	–	22%	22%	......	–	11%	78%	11%	–
Maintenance/Gardening	71%	–	–	–	14%	14%	......	–	14%	71%	14%	–
Library Work	25%	50%	–	13%	13%	–	......	13%	25%	50%	13%	–
Tour Guides/Hostess	50%	38%	–	–	13%	–	......	38%	13%	38%	13%	–
Group Leaders	–	17%	17%	17%	33%	17%	......	–	17%	33%	50%	–
Therapy	14%	43%	29%	–	–	–	......	14%	–	29%	57%	–
Special Events	25%	25%	–	–	50%	–	......	–	25%	50%	25%	–
TOTALS (n=259)	34%	32%	7%	5%	14%	9%	......	9%	15%	59%	21%	–

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Summary: 7. Most initial training programs lasted less than six hours
               (66%) and were held as they were required. The only posi-
               tions that had any major deviations from this were group
               leaders (33% of the positions having initial training ses-
               sions of 15 hours or more), tour guide positions (where
               38% of the positions had initial training offered monthly),
               and fund-raising positions (where 36% of the positions had
               initial training offered yearly).

INITIAL TRAINING (cont'd)

Table 7.7 - Time of Year Initial Training Programs Held (n=259)

All year	65%
Fall	24%
Spring	21%
Winter	10%
Summer	5%
No answer ...	-

Table 7.8 - Resources Used in Initial Training Programs (n=259)

Staff Expertise	85%
Written Material	57%
Tours	49%
Audio-Visual Equipment ...	44%
Guest Speakers	27%
Others	5%

Table 7.9 - Effectiveness of Initial Training Programs (n=259)

Very Effective ...	24%
Effective	53%
Adequate	17%
Ineffective	-
No answer	6%

Summary   8. Most initial training programs were held year round (65%)
               with the peak seasons being the fall and spring.

           9. As a resource to initial training programs, staff expertise
               at the agency was used most extensively. Other resources
               used frequently included written materials, tours, and
               audio-visual equipment.

          10. The initial training programs were rated as being effective
               for over half of all the positions (53%). Twenty-four per-
               cent (24%) rated their programs as very effective while 17%
               rated them as adequate.

ONGOING TRAINING

The results of a series of questions on ongoing training appear in
Tables 8.1 - 8.9.

Table 8.1 - Jobs Having Ongoing Training

JOB CATEGORIES	n = x	HAVE ONGOING TRAINING	DO NOT HAVE ONGOING TRAINING	NO ANSWER	TOTALS
Befriending/Counselling	51	63%	35%	2%	100%
Recreation	34	38%	59%	3%	100%
Miscellaneous	34	47%	44%	9%	100%
Clerical/Receptionist/Information Services ..	33	42%	45%	12%	100%
Teaching	33	52%	48%	-	100%
Public Relations/Advertising/Media Work	20	55%	40%	5%	100%
Arts & Crafts/Hobbies	19	42%	53%	5%	100%
Fund-Raising	18	28%	72%	-	100%
Babysitting/Day Care	15	40%	47%	13%	100%
Coffee Shop/Gift Shop	13	54%	39%	8%	101%
Administration	13	39%	54%	8%	101%
Drivers	13	39%	46%	15%	100%
Maintenance/Gardening	10	20%	60%	20%	100%
Library Work	9	56%	22%	22%	100%
Tour Guides/Hostess	8	63%	25%	13%	101%
Group Leaders	8	63%	38%	-	101%
Therapy	7	86%	-	14%	100%
Special Events	6	33%	50%	17%	100%
TOTALS	344	48%	46%	6%	100%

Summary: 1. Of the 344 volunteer positions recorded, 48% received on-
             going training while 46% did not - a fairly even-split.

          2. The recreation jobs had the highest rate of no ongoing
             training offered, as compared to the job category with the
             fewest jobs having no ongoing training (of those catego-
             ries with at least 20 jobs) which was befriending jobs.

ONGOING TRAINING   (cont'd)

Table 8.2 - Reasons for Not Offering Ongoing Training   (n=158)

Job is simple	26%
Not necessary	20%
Skills brought by volunteers	16%
Volunteer program unstructured ...	12%
Enough supervision offered	9%
Had not thought about it	5%
Lack of time	3%
Training done elsewhere	3%
No answer	2%

Table 8.3 - Format of Ongoing Training

CATEGORY	INDIVIDUAL TRAINING SESSIONS	GROUP SESSIONS, WORKSHOPS	VOLUNTEER MATCH-UPS	ON-THE-JOB TRAINING	OTHERS
Befriending/Counselling .... (n=32)	22%	91%	6%	22%	--
Recreation .... (n=13)	15%	85%	-	23%	--
Miscellaneous .... (n=16)	13%	31%	6%	38%	--
Clerical/Receptionist/Information Services (n=14)	36%	57%	-	50%	--
Teaching .... (n=17)	12%	82%	-	24%	--
Public Relations/Advertising/Media Work .. (n=11)	18%	64%	9%	36%	--
Arts & Crafts/Hobbies .... (n= 8)	25%	75%	-	25%	--
Fund-Raising .... (n= 5)	20%	100%	20%	20%	--
Babysitting/Day Care .... (n= 6)	--	67%	--	33%	--
Coffee Shop/Gift Shop .... (n= 7)	14%	71%	14%	29%	--
Administration .... (n= 5)	40%	80%	40%	60%	-
Drivers .... (n= 5)	-	80%	--	40%	-
Maintenance/Gardening .... (n= 2)	-	50%	-	100%	-
Library Work .... (n= 5)	-	80%	-	40%	-
Tour Guides/Hostess .... (n= 5)	20%	100%	20%	40%	-
Group Leaders .... (n= 5)	-	80%	40%	60%	40%
Therapy .... (n= 6)	33%	83%	--	33%	-
Special Events .... (n= 2)	--	50%	--	50%	--
TOTALS (n=164)	18%	85%	7%	34%	1%

Summary: 3.   The most frequent reasons for not offering ongoing training
              stated the job was too simple, that it was not necessary or
              that the skills brought by the volunteers did not require
              it.

          4.   The formats of various ongoing training programs showed
              little variation between groups. Most programs relied
              heavily upon group sessions and workshops (85%).

Table 8.4 - Content of Ongoing Training

	INTERPERSONAL/ COMMUNICATION SKILLS	CRISIS INTER-VENTION	AVAILABILITY OF COMMUNITY RESOURCES	SPECIFIC JOB RESPONSIBILITIES	OTHER	NO ANSWER
Befriending/Counselling .... (n=32)	41%	38%	25%	53%	47%	3%
Recreation .... (n=13)	–	8%	–	62%	54%	8%
Miscellaneous .... (n=16)	38%	31%	38%	69%	63%	–
Clerical/Receptionist/Information Services (n=14)	36%	21%	36%	79%	29%	–
Teaching .... (n=17)	24%	6%	18%	47%	59%	6%
Public Relations/Advertising/Media Work .. (n=11)	27%	27%	27%	73%	45%	–
Arts & Crafts/Hobbies .... (n= 8)	–	13%	–	63%	50%	13%
Fund-Raising .... (n= 5)	40%	40%	40%	80%	40%	–
Babysitting/Day Care .... (n= 6)	–	–	–	67%	33%	–
Coffee Shop/Gift Shop .... (n= 7)	–	14%	–	43%	57%	14%
Administration .... (n= 5)	60%	60%	60%	80%	60%	–
Drivers .... (n= 5)	40%	40%	40%	60%	20%	20%
Maintenance/Gardening .... (n= 2)	50%	50%	50%	100%	–	–
Library Work .... (n= 5)	20%	20%	20%	60%	80%	–
Tour Guides/Hostess .... (n= 5)	20%	–	20%	60%	60%	–
Group Leaders .... (n= 5)	80%	80%	80%	60%	80%	–
Therapy .... (n= 6)	17%	–	17%	50%	50%	17%
Special Events .... (n= 2)	–	–	–	50%	50%	–
TOTALS (n=164)	28%	24%	24%	62%	56%	4%

Table 8.5 - Content of Ongoing Training: Breakdown of "Other" Responses (n=92)

Update on Issues Particular to Agency	94%
Experiences and/or Problems of Volunteers ...	44%
Skills Particular to Agency	40%
Changes in Programs, Policies	26%
Objectives of Agency	11%
General Information About Agency	3%
Others	1%

Summary: 5. The content of ongoing training varied considerably for
               most positions. If there was one item that stood out it
               was the outlining of specific job responsibilities through
               ongoing training (part of 62% of the programs). Others
               mentioned by a considerable number of programs were: an
               update on issues particular to the agency, dealing with
               the experiences and/or problems of volunteers, and the
               relating of skills particular to the agency.

Table 8.6 – Length and Frequency of Ongoing Training Programs*

	LENGTH							FREQUENCY					
	LESS THAN 3 HRS	3-6 HOURS	6-10 HOURS	10-15 HOURS	MORE THAN 15 HRS	NO ANSWER		ONCE A MONTH	BI-MONTHLY	YEARLY	AS REQUIRED	OTHER	NO ANSWER
Befriending/Counselling .... (n=32)	53	28	–	3	9	6	....	31	3	3	16	41	6
Recreation .... (n=13)	46	31	–	–	8	15	....	39	–	8	31	8	15
Miscellaneous .... (n=16)	25	25	–	6	13	13	....	44	6	–	31	19	–
Clerical/Receptionist/ Information Services .... (n=14)	36	21	7	7	–	29	....	29	–	–	50	21	–
Teaching .... (n=17)	47	24	18	–	–	12	....	29	6	–	18	35	12
Public Relations/Adverti- sing/Media Work .... (n=11)	36	18	–	–	9	36	....	46	–	–	55	–	–
Arts & Crafts/Hobbies ...... (n= 8)	25	38	–	–	13	25	....	13	–	13	38	25	13
Fund-Raising .... (n= 5)	60	–	–	20	20	–	....	40	–	20	–	20	20
Babysitting/Day Care .... (n= 6)	67	–	–	–	–	33	....	–	17	–	33	17	33
Coffee Shop/Gift Shop ...... (n= 7)	43	29	–	–	–	29	....	–	–	14	57	29	
Administration .... (n= 5)	–	20	20	20	20	20	....	–	–	40	20	40	–
Drivers .... (n= 5)	40	–	–	–	20	40	....	20	–	–	60	20	–
Maintenance/Gardening ...... (n= 2)	–	–	–	–	–	100	....	–	–	–	100	–	–
Library Work .... (n= 5)	20	60	–	–	–	20	....	40	–	–	20	40	–
Tour Guides/Hostess .... (n= 5)	80	20	–	–	–	–	....	20	–	–	20	60	–
Group Leaders .... (n= 5)	40	–	–	20	–	40	....	20	–	–	20	60	–
Therapy .... (n= 6)	33	33	–	–	17	17	....	17	–	–	33	33	17
Special Events .... (n= 2)	–	–	–	–	50	50	....	–	–	50	50	–	–
TOTALS (n=164)	41	23	2	4	8	20	....	27	2	5	31	27	7

* Figures are percentages.

Summary: 6. Most ongoing training programs lasted less than six hours
(64%) and were held, for the most part, either once a month
or when required.

ONGOING TRAINING   (cont'd)

Table 8.7 - Time of Year Ongoing Training Programs Held (n=164)

All Year	48%
Spring	46%
Fall	44%
Winter	23%
Summer	3%
No Answer ...	1%

Table 8.8 - Resources Used In Ongoing Training Programs

Staff Expertise	89%
Audio-Visual Equipment ...	66%
Guest Speakers	65%
Written Material	62%
Tours	23%
Others	9%
No Answer	5%

Table 8.9 - Effectiveness of Ongoing Training Programs (n=164)

Very Effective ...	48%
Effective	36%
Adequate	8%
Ineffective	-
No Answer	12%

Summary: 7.   Ongoing training programs were held either year' round
(48%), in the spring (46%) or in the fall (44%). Very
few programs held any ongoing training in the winter (23%)
and virtually none in the summer (3%).

8.   As a resource to ongoing training programs, staff expertise
at the agency was again used most extensively. Other re-
sources used quite frequently included audio-visual equip-
ment, guest speakers, and written materials.

9.   The effectiveness of ongoing training programs was rated
as very effective for 43% of the programs and effective
for 36% of the programs. Eight percent (8%) were rated as
adequate while no programs were rated as ineffective.

ONGOING SUPPORT AND/OR SUPERVISION

The results of a series of questions on support and/or supervision of volunteers appear in Tables 9.1 - 9.4.

Table 9.1 - Support and/or Supervision (n=344)

Is Offered to Volunteers	90%
Is Not Offered to Volunteers ...	6%
No Answer	4%

Table 9.2 - Reasons for Support and/or Supervision Not Being Offered (n=19)

Volunteers Very Experienced - Not Necessary ...	42%
Job Is Simple	32%
Nature of Job - Not Necessary	21%
Had Not Thought About It	21%
Others	26%
No Answer	5%

Table 9.3 - Methods of Ongoing Support and/or Supervision (n=310)

Individual Discussion With Supervisor ...	85%
Random Supervisor Check-ups	57%
Group/Team Discussions	55%
Volunteer Reports	41%
Staff Observes Volunteers	6%
Evaluation of Reports	6%
Bulletin Board/Newsletter	3%
Mutual Volunteer Support	2%
Recognition Events	1%
Phone Conversations	1%
Help With Volunteers Expenses	1%

Summary: 1. Most agencies (90%) offered ongoing support and/or supervision to their volunteers.

2. Of those 6% that did not offer support and/or supervision, the main reasons given indicate the volunteers were very experienced and thus respondents did not feel it was necessary or respondents felt the job was simple.

3. The most frequently used method of ongoing support and/or supervision was individual discussion between the volunteers and the supervisor. Others mentioned with considerable frequency included random supervisor checks, group/team discussions and volunteer reports to the supervisor.

ONGOING SUPPORT AND/OR SUPERVISION   (cont'd)

Table 9.4 - Frequency of Providing Ongoing Support/Supervision to Volunteers
(n=310)

As required	77%
Monthly	13%
Daily	12%
Whenever Volunteer Is On Duty ...	3%
Bi-weekly	2%
On a Regular Basis	2%

DIFFICULTIES WITH VOLUNTEER PROGRAMS

Respondents were asked a series of questions that attempted to identify
difficulties in various areas of their volunteer programs. Each area had
several sub-categories which are identified in Table 10.2 - 10.8. The
corresponding figures note the percentage of respondents who reported
having difficulties in that particular area.

Table 10.1 indicates the percentage of respondents who had a difficulty
in one or more of the sub-categories for each area of their volunteer
program.

Table 10.1   -   Difficulties in Various Areas of Volunteer Programs

Retention	(n=99)	79%
Recruitment	(n=99)	77%
Initial Training	(n=72)	40%
Ongoing Training	(n=54)	39%
Support and Supervision ...	(n=93)	37%
Dissatisfaction	(n=99)	27%

Table 10.2 - Areas of Difficulty With Retention of Volunteers (n-99)

Other commitments ...	58%
Loss of Interest	50%
Burn-Out	24%

- 40 -

Summary: 4.   The frequency with which these methods were used was, most often, as they were required.

DIFFICULTIES WITH VOLUNTEER PROGRAMS

Summary: 1.   The most significant problem areas for respondents were encountered in the areas of recruitment and retention of volunteers. In recruitment, most problems were around the quantity of volunteers and, in retention, it was loss of volunteers due to other commitments.

DIFFICULTIES WITH VOLUNTEER PROGRAMS   (cont'd)

Table 10.3 - Problem Areas of Difficulty with Recruitment of Volunteers
(n=99)

Quantity	58%
Sources	43%
Publicity	41%
Appropriateness ...	40%

Table 10.4 – Areas of Difficulty With Initial Training of Volunteers (n=72)

Time Constraints	21%
Funding Constraints	19%
Determining Format	8%
Availability of Resource People	4%
Suitable Location	4%
Availability of Background Information ...	3%
Determining Content	1%

Table 10.5 – Areas of Difficulty With Ongoing Training of Volunteers (n=54)

Time Constraints	24%
Funding Constraints	15%
Determining Content	11%
Suitable Location	6%
Availability of Resource People	4%
Availability of Background Information ...	4%
Determining Format	2%

Table 10.6 – Areas of Difficulty with Support and Supervision of Volunteers
(n=93)

Time	31%
Supervisory Skills ...	14%

Summary: 2. Time and funding constraints created the most difficulties
          for respondents in both initial and ongoing training.

DIFFICULTIES WITH VOLUNTEER PROGRAMS (cont'd)

Table 10.7 - Areas of Difficulty With Dissatisfaction Among Volunteers
and Within the Agencies re: Volunteers (n=99)

Dissatisfaction Among Volunteers	18%
Dissatisfaction Within Agency re: Volunteers ...	15%

Table 10.8 - Other Difficulties Experienced Within Volunteer Programs (n=42)

Recruitment (not mentioned previously)	12%
Negative Staff Attitude to Volunteers	12%
Retention (not mentioned before)	10%
Unreliability of Volunteers	10%
Unsuitability of Volunteers	10%
Unable To Get Long-Term Commitment From Volunteers ...	7%
Volunteers Don't Feel Needed	5%
Volunteers Over-Worked	5%
Volunteers Make Unreasonable Demands	5%
Volunteers Can't Take Enough Responsibility	5%
Volunteers Come With Wrong Impressions of Agency	5%

PROFESSIONAL DEVELOPMENT FOR VOLUNTEER CO-ORDINATORS

Subjects were asked if they had had sufficient opportunities such as
workshops and seminars for their own professional development in the
area of volunteerism. The results are reported in Table 1.1.

Table 11.1 - Professional Development Opportunities (n=99 or 100%)

Have Been Sufficient Opportunities	59%
Have Not Been Sufficient Opportunities ...	39%
No Answer	2%

Summary: 3. Other problem areas cited were finding the time for support
             and supervision of volunteers, dissatisfaction among volun-
             teers, dissatisfaction within the agency re: volunteers,
             the unreliability of volunteers and the unsuitability of
             volunteers.

PROFESSIONAL DEVELOPMENT FOR VOLUNTEER CO-ORDINATORS

Summary: 1. Many respondents (59%) reported having had sufficient oppor-
             tunities in this area. Of those who had not (39%); most
             were due to either the lack of applicable opportunities or
             time constraints.

Of those who had not had sufficient opportunities, the following reasons were supplied.

Table 11.2 – Reasons for Lack of Sufficient Professional
Development Opportunities (n=39 or 39%)

Lack of Applicable Opportunities ...	46%
Time Constraints	39%
Not Aware of Opportunities	13%
Financial Constraints	8%
Location/Distance Problem	8%
Not Needed	8%
Others	5%

VOLUNTARY BOARDS AND COMMITTEES

Respondents were asked several questions around voluntary Board of Directors and committee members. Table 12.1 shows the number of agencies that do or do not have voluntary Board and committee members.

Table 12.1 – Agencies with Voluntary Board and Committee Members (n=99 or 100%)

	VOLUNTARY BOARD	VOLUNTEER COMMITTEE MEMBERS
Have	70%	58%
Do Not Have	29%	39%
Don't Know	1%	–
No Answer	–	3%

Each of those agencies who had either a voluntary Board or committee members was asked to outline the areas of expertise each possessed. The results are reported in Table 12.2. Table 12.3 indicates how recruitment is accomplished for each while Table 12.4 outlines the number of agencies that encountered recruitment difficulties.

Summary: 2. While 59% report having sufficient opportunities for pro-
              fessional development here, earlier it was seen that, of
              those who responded to the mail-out questionnaire (82% of
              the sample), 79% were interested in co-ordinator networking.

VOLUNTARY BOARD AND COMMITTEES

Summary: 1. Most agencies have a voluntary Board of Directors (70%)
              while slightly less (58%) have volunteer committee members.

Table 12.2 - Areas of Expertise on Voluntary Boards and Committees

AREAS OF EXPERTISE	BOARDS (n=69)	COMMITTEES (n=57)
Business and Industry	80%	60%
Financial	73%	67%
Public Relations	77%	58%
Community Representatives ...	77%	58%
Education	75%	61%
Social Services	70%	54%
Health Care	70%	49%
Legal	65%	44%
Labour	64%	30%
Politics	48%	30%
Other	14%	39%

Table 12.3 - Recruitment Techniques for Voluntary Boards and Committees

	BOARDS (n=69 or 100%)	COMMITTEES (n=57 or 58%)
Nominate/Elect	41%	13%
Word of Mouth	28%	39%
Invite	9%	–
Advertise	9%	6%
From Membership	7%	11%
Chairperson Recruits ...	1%	13%
Others	6%	14%
No Answer	–	5%

Summary: 2.   The areas of expertise representated on each seemed to be
quite varied yet substantial. All but three of the out-
lined areas of expertise for Boards had representation in
70% or more of the agencies.

3.   Of the useful information obtained around recruitment
techniques, the most frequently used method was recruit-
ment through word of mouth.

VOLUNTARY BOARDS AND COMMITTEES   (cont'd)

12.4 – Number of Agencies Experiencing Recruitment
Difficulties for Voluntary Boards and Committees

	BOARDS (n=69 or 70%)	COMMITTEES (n=57 or 58%)
Do Experience Recruitment Difficulties	26%	19%
Do Not Experience Recruitment Difficulties	64%	70%
No Answer	10%	11%

Finally, the reasons for experiencing these difficulties were explored
and the results appear in Table 12.5.

Table 12.5   –   Reasons for Recruitment Difficulties

	BOARDS (n=18 or 26%)	COMMITTEES (n-11 or 19%)
Time Constraints	67%	36%
Negative Attitude Towards Agency	11%	18%
No Answer	11%	27%
Other	11%	18%

CONSULTANTS

Respondents were asked if any consultants were involved with their agency.
Table 13.1 shows the results. In addition, they were asked, if the con-
sultants were voluntary or paid (Table 13.2), what expertise they possessed
(13.3), how recruitment was accomplished (Table 13.4) and if they encoun-
tered recruitment difficulties (Table 13.5).

Table 13.1   –   Agency Consultants (n=99 or 100%)

Have Consultants	46%
Do Not Have Consultants ...	52%
No Answer	2%

Summary: 4.   There seemed to be little difficulty with recruiting either
                  Board or committee members.

CONSULTANTS

Summary: 1.   Agencies were, for the most part, evenly split between
                  those who did use the services of consultants (46%) and
                  those who didn't (52%).

VOLUNTARY BOARDS AND COMMITTEES

CONSULTANTS (cont'd)

Table 13.2 – Terms of Consultants Involvement (n=46 or 46%)

Voluntary	56%
Paid	35%
Voluntary and Paid ...	9%

Table 13.3 – Volunteer and Paid Consultants' Areas of Expertise

	VOLUNTARY (n=30)	PAID (n=20)
Legal	47%	45%
Medical	40%	25%
Social Work	27%	25%
Accounting	17%	40%
Business/Industry	17%	5%
Education	10%	5%
Public Relations	10%	–
Politics	10%	–

Table 13.4 – Recruitment of Consultants

VOLUNTARY (n=30)		PAID (n=20)	
Word of Mouth, Contacts ...	47%	Hired	55%
Contact	30%	Referrals	10%
Former Members/Volunteers..	7%	Part of Organization ...	10%
From Membership............	3%	Contacts	10%
From Another Committee	3%	Others	5%
No Answer	7%	No Answer	10%

Table 13.5 – Number of Agencies Experiencing Recruitment Difficulties of Consultants

	VOLUNTARY (n=30)	PAID (n=20)
Do Experience Recruitment Difficulties	10%	–
Do Not Experience Recruitment Difficulties ...	87%	90%
No Answer	3%	10%

Summary: 2.   Of those who did use consultants, 56% used voluntary con-
sultants, 35% paid, and 9% used both.

3.   The most consultants employed on a voluntary basis had
legal and medical expertise while the most consultants
employed on a paid basis had legal and accounting expertise.

4.   Voluntary consultants were recruited most frequently by
word of mouth or through contacts. Paid consultants were,
of course, hired.

5.   Of those agencies employing the services of voluntary con-
sultants, only 10% experienced difficulty with their
recruitment. No one employing the services of paid consul-
tants had difficulty with recrutiment.

AGENCIES' NEEDS FOR VOLUNTEERS

Respondents were asked if their need for volunteers was relatively con-
stant and steady or fluctuating throughout the year. Table 14.1 indicates
the results.

Table 14.1 - Need for Volunteers Throughout the Year (n-99 or 100%)

Constant/Steady ...	63%
Fluctuates	36%
No Answer	1%

Of those who reported their need as fluctuating, Table 14.2 shows the
percentage that knew when their need would be the greatest and those
that did not. Table 14.3 reports when the need would be the greatest
for those that did, in fact, know.

Table 14.2 - Knowledge of When Need Would Be Greatest
for Agencies with Fluctuating Need (n-36 or 36%)

Knew	83%
Not Predictable	17%

Table 14.3 - When Need for Volunteers is Greatest During Year (n=30 or 30%)

Winter	50%
Fall	43%
Summer	30%
Spring	20%
Seecial Events	13%
Other	3%

Summary: 1. For the most part, agencies' needs for volunteers are con-
stant and steady throughout the year.

2. Of those whose needs fluctuated (36%), most could predict
when their need would be greatest.

3: Both winter and fall seemed to be peaks in the demand for
volunteers.

SCOPE OF VOLUNTEER PROGRAMS

Respondents were asked if they were aware of any changes in the scope of
volunteer programs in the last five years. Some respondents could not
speak in a 5-year time frame and, for this reason, two categories have
been created. The first includes all those that could speak in a 5-year
time frame (n=68) and the second includes all those who could speak in a
5-year time frame or less (n=99) - in other words, the entire sample.
Table 15.1 indicates whether or not the respondents were aware of any
changes for both groups.

Table 15.1 - Changes in Scope of Volunteer Programs

	TIME FRAME	
	5 YEARS (n-68 or 69%)	5 YEARS OR LESS (n-99 or 100%)
Have Been Changes	68%	65%
Have Not Been Changes	29%	33%
No Answer	3%	2%
TOTALS	100%	100%

From those agencies reporting changes, the following information was as-
certained.

Table 15.2 - Nature of Changes in Scope of Volunteer Programs

	TIME FRAME	
	5 YEARS (n=46 or 68%)	5 YEARS OR LESS (n=64 or 65%)
Scope Increased	87%	86%
Scope Decreased	9%	11%
Scope Remained Constant	4%	3%
No Answer	-	-
TOTALS	100%	100%

Summary: 1. Sixty-eight percent (68%) of those who could speak in a
             5-year time frame reported having seen changes in their
             volunteer programs. Of these, 87% reported an increase
             in the scope of their program.

          2. For the entire sample, 65% reported having seen changes
             in their volunteer programs in the last five years or
             less. Of these, 86% reported an increase.

SCOPE OF VOLUNTEER PROGRAMS (cont'd)

Table 15.3 – Reasons for Change in Scope of Programs (n=64)

Change in Demand	50%
Planned Expansion	39%
Change in Available Resources	31%
Change in Agency Policy/Philosophy ...	28%
Volunteers Given Recognition	5%
More Community Awareness	3%
Hired Volunteer Co-ordinator	3%
Better Training Program	3%
Program Better Organized	3%
Others	16%

Further, respondents were asked if the human, financial, and physical
resources required to meet their changing program needs were keeping
pace at their agency. Table 15.4 indicates these results, while
Table 15.5 shows which resources are not keeping pace for those who in-
dicated that this was the case.

Table 15.4 – Availability of Required Resources to Meet Changing Program Needs

	TIME FRAME	
	5 YEARS (n=46 or 68%)	5 YEARS OR LESS (n=64 or 65%)
Have Required Resources	63%	67%
Do Not Have Required Resources	35%	30%
No Answer	2%	3%
TOTALS	100%	100%

Table 15.5 – Required Resources Not Keeping Pace (n-19 or 30%)

Human	32%
Financial	26%
Physical	16%
Not Specified ...	26%

Summary: 3.   Both of the above indicate that volunteer programs are not
remaining stagnant but changing for several reasons.
Among the more noteworthy reasons for change were: a change
in the demand for the agency's service, a planned expansion
of the program and more available resources to allow an in-
crease in the program.

4.   Just under one-third of the agencies (30%) reported that
accompanying resources were not keeping pace at their
agency. Human and financial resources were lacking most
frequently.

NUMBER OF VOLUNTEERS

Respondents were asked if the number of people volunteering at their agency had increased, decreased or remained constant over the last five years. Again, not everyone could speak in that time frame and hence two categories appear below.

Table 16.1 - Number of Volunteers

	5 YEARS (n=68 or 69%)	5 YEARS OR LESS (n=98 or 100%)
Increased	57%	58%
Decreased	9%	8%
Remained Constant ...	34%	34%

In addition, respondents were asked about the number of people volunteering according to various age groups and sex. Table 15.2 and Table 15.3 indicate these results.

Table 16.2 - Patterns of Volunteering by Various Age Groups*

	YOUTH (under 19)		YOUNG ADULTS (19-30)		MATURE ADULTS (31-64)		SENIORS (65+)	
	5 YEARS	5 YEARS OR LESS	5 YEARS	5 YEARS OR LESS	5 YEARS	5 YEARS OR LESS	5 YEARS	5 YEARS OR LESS
Increased	28%	24%	35%	33%	41%	44%	22%	23%
Decreased	3%	5%	12%	11%	12%	11%	7%	6%
Remained Constant	34%	30%	37%	30%	35%	32%	37%	30%
Remained Constant at Zero**	32%	36%	13%	15%	7%	7%	28%	33%
Constant Total	66%	66%	50%	45%	42%	39%	65%	63%
No Answer	3%	4%	3%	5%	4%	5%	6%	7%

* 5-Year Time Frame: n=68 or 69%
  5-Year Time Frame: n=99 or 100%

** Constant at Zero means did not have any.

Summary: 1. For those respondents who could speak in a 5-year time frame, we see 57% reporting an increase in the number of volunteers. Nine percent (9%) reported a decrease while the remainder said the number had remained constant. For those who spoke in a time frame of 5 years or less, these figures only change slightly (58%, 8%, and 34% respectively).

2. The largest increases, in terms of age, has been in the mature adult category (ages 31-64). The smallest increase has occurred in the seniors category (65 years and over).

3. The number of seniors and youth volunteering over the last five years was reported as quite low. Almost one-third of the agencies reported having no volunteers in either of these categories (28% and 32% respectively).

NUMBER OF VOLUNTEERS   (cont'd)

Table 16.3 - Patterns of Volunteering by Sex[*]

	MALES		FEMALES	
	5 YEARS	5 YEARS OR LESS	5 YEARS	5 YEARS OR LESS
Increased	35%	35%	40%	46%
Decreased	10%	11%	9%	6%
Remained Constant	34%	33%	49%	43%
Remained Constant at Zero	19%	17%	1%	2%
Constant Total	53%	50%	50%	45%
No Answer	1%	3%	1%	3%

* 5-Year Time Frame: n=68 or 69%
  5-Year or Less Time Frame: n=99 or 100%

Two other questions were asked in an attempt to determine the patterns
of volunteering for individuals using their definable background skills
and the disabled. Table 16.4 summarizes these results.

Table 16.4 - Patterns of Volunteering for the Disabled and Skilled Volunteers[*]

	DISABLED AS VOLUNTEERS		SKILLED VOLUNTEERS	
	5 YEARS	5 YEARS OR LESS	5 YEARS	5 YEARS OR LESS
Increased	21%	18%	35%	39%
Decreased	7%	7%	4%	4%
Remained Constant	18%	18%	46%	42%
Remained Constant at Zero	50%	52%	7%	6%
Constant Total	68%	70%	53%	43%
No Answer	4%	5%	7%	8%

* 5-Year Time Frame: n=68 or 69%
  5-Year or Less Time Frame: n=99 or 100%

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Summary: 4.   By comparison there appeared to be little appreciable dif-
ference in the patterns of volunteering between males and
females over the past five years.

5.   There was a considerable number of respondents (68%) who
reported that the number of disabled volunteers had re-
mained constant over the last five years; the majority
of these (74%) reporting that the number had remained con-
stant at zero.

As for skilled volunteers, over half (53%) said the number
had remained constant while 35% reported the number as in-
creasing.

NUMBER OF VOLUNTEERS (cont'd)

Further, respondents were asked to, based upon the present and projected
services, identify if the opportunities for various age groups and sexes
would be increasing, decreasing or remaining constant. These results
are found in Table 16.5 and Table 16.6.

Table 16.5 - Opportunities for Volunteering by Age Groups in Future

	YOUTH (Under 19)	YOUNG ADULTS (19-30)	MATURE ADULTS (31-64)	SENIORS (65+)
Increasing	44%	75%	73%	62%
Decreasing	3%	2%	1%	--
Remaining Constant	49%	20%	23%	33%
No Answer	4%	3%	3%	5%

Table 16.6 - Opportunities for Volunteering by Sex in Future

	MALES	FEMALES
Increasing	66%	60%
Decreasing	2%	2%
Remaining Constant ...	28%	35%
No Answer	4%	3%

The results for opportunities for volunteering for the disabled in the
future appear in Table 16.7.

Table 16.7 - Opportunities for Volunteering for the Disabled in Future

Increasing	61%
Possibly Increasing	3%
Decreasing	1%
Remaining Constant	30%
No Answer	5%

Summary: 6.   As for projections, most saw the opportunities for volun-
teering to be highest in the young adults and mature adults
categories (75% and 73% respectively) with a considerable
proportion (62%) seeing the opportunities for seniors in-
creasing at their agencies.

7.   A slightly higher percentage of respondents anticipated an
increase in the number of opportunities for volunteering
for men than for women.

8.   A considerable number of respondents saw the opportunities
for volunteering for the disabled increasing in the future
(61%).

AGENCY/VOLUNTEER BUREAU RELATIONS

Respondents were asked if they had had any contact with the Volunteer
Bureau over the last two years and, if so, how they would evaluate their
relationship and/or communication with the Volunteer Bureau. The results
are shown in Tables 17.1 and 17.2.

Table 17.1 - Agency Contact with the Volunteer Bureau (n=99 or 100%)

Have Had Contact	86%
Have Not Had Contact ...	14%
No Answer	-

Table 17.2 - Agency Evaluation of Relationship/Communication with the Volunteer
Bureau (n=99 or 100%)

Very Satisfactory	23%
Satisfactory	41%
Adequate	8%
Unsatisfactory	10%
Very Unsatisfactory ...	-
Other	1%
No Answer	2%

Further, respondents were asked to indicate which services at programs
they were aware of that the Volunteer Bureau offered. Table 17.3 shows
the results.

Table 17.3 - Agency Awareness of Volunteer Bureau Services and Programs
(n=99 or 100%)

Initial Screening and Referral of Volunteers ...	65%
Volunteer Recruitment	55%
Volunteer Week Activities	23%
Promotion of Citizen Participation	19%
Availability of Consultation	18%
Education Committee	16%
Volunteer Bureau Library	16%
Workshops	3%
Research	3%
Volunteer Training Assistance	2%
Others	4%

Summary: 1. Most of the agencies, considering the majority were pro-
             cured from Volunteer Bureau records, naturally reported
             having had contact with the Volunteer Bureau.

          2. Of those who had, 41% reported their relationship with the
             Volunteer Bureau as satisfactory. Twenty-three percent
             (23%) rated their relationship as very satisfactory while
             10% said it was unsatisfactory.

          3. Of all the Volunteer Bureau programs and services, respon-
             dents were most familiar with the initial screening and
             referral of volunteers service as well as the volunteer
             recruitment program (65% and 55% of the agencies respec-
             tively). The next program area agencies were most familiar,
             that is, Volunteer Week activities, ranked far below both
             of these with 23%.

SECTION "C"

COMMUNITY ORGANIZATIONS AND CITIZENS' GROUPS

AS COLLECTED THROUGH PERSONAL INTERVIEWS

(n=25)

INTRODUCTION

The Volunteer Bureau has traditionally focussed its efforts on assisting
agencies and structured organizations. As the voluntary sector has
changed, it has become increasingly clear that many volunteers are parti-
cipating in non-traditional volunteer work in areas such as community
organizations and citizens' groups. The Volunteer Bureau, in recognizing
the importance of this type of activity, felt that it should also explore
the needs of volunteers in non-traditional voluntary activity.

This exploratory effort clearly met with the objectives of the Profile of
Voluntary Organizations project as outlined to the Summer Canada Employ-
ment Program. With this in mind, project staff time was allocated to this
project and an additional worker hired for a short term.

The specific objectives of this phase of the research were to:

1. Construct profiles of non-traditional voluntary organizations;

2. Document their needs; and

3. Discover what assistance the Volunteer Bureau could offer in the
   networking of resources and the provision of necessary services
   to non-traditional voluntary organizations.

METHODOLOGY

The information concerning non-traditional voluntary groups was obtained
through the use of a structured questionnaire. To allow for maximum
flexibility in this approach, the questionnaire sought input from these
groups in terms of suggestions and comments.

Once the questionnaire was constructed, a pre-test was conducted with 3
groups outside the Hamilton district - the limited number being due to
time constraints and the inability to contact groups. As a result of
these pre-test interviews, revisions were made to the questionnaire. Un-
fortunately, the small pre-test sample did not make evident other neces-
sary revisions which became increasingly obvious during the remainder of
the study - most notably, some terminology used was inappropriate for
community organizations.

To obtain the final sample, a list of community organizations and citizens'
groups was compiled from a variety of sources including Community Informa-
tion Services, S.P.R.C., and highly knowledgeable individuals in the area
of citizen participation. Only those groups within the city of Hamilton
were included in the sample. The final list of forty-six (46) groups was
as comprehensive as possible with a population that changes as frequently
as this one does. Of these forty-six groups, contact was made over a
five-week term with thirty (30). Five (5) of these were defunct and the
remaining twenty-five (25) had personal interviews conducted.

The location of the interviews varied from individuals' residences to the
office of S.P.R.C. to public parks as no group had official office space.
This created no difficulties in the administration of the questionnaire.
Once all the interviews were completed, the groups were divided into four
categories based on their purpose and major activities. These were neigh-
bourhood groups (8 groups), recreational groups (5 groups), environmental
groups (3 groups), and special interest groups (9 groups). These divi-
sions were made to both simplify analysis and provide more comprehensive
data.

BACKGROUND OF COMMUNITY ORGANIZATIONS AND CITIZEN GROUPS

A series of questions was asked that provides some background on these groups. The results apprear in Tables 18.1 - 18.5.

Table 18.1 - Length of Time Groups Have Been in Operation (n=25)

Less than one year	20%
1- 2 years ...	12%
2- 3 years ...	8%
3- 4 years ...	4%
4- 5 years ...	-
5-10 years ...	16%
10-20 years ...	20%
More than 20 years ...	20%

Table 18.2 - Purpose of Organizations (n-25)

Social & Recreation Events	24%
Fight a Particular Issue	20%
Meet Needs of Neighbourhood/Community	20%
Provide Public Information, Research on Environmental Concerns	8%
Evaluate Buildings for Historial Significance	4%
Lobby for Needs of Seniors	4%
Support for Another Country	4%
Help Implement Area Plan	4%
Parent/School Association	4%
Support Group	4%
Research	4%
Counselling	4%

Summary: 1. The groups interviewed had been in existence for various
periods of times - 44% for under 5 years and 56% for over
5 years.

BACKGROUND OF COMMUNITY ORGANIZATIONS AND CITIZENS GROUPS   (cont'd)

Table 18.3   -   Main Activities Groups Are Engaged In   (n=25)

Public Education	56%
Lobbying Government	56%
Social Events	56%
Fund-Raising	40%
Recreation	40%
Membership Drives	28%
Research	12%
Neighbourhood Concerns	8%
Sponsor Forums, Clinics	8%
Demonstrations	8%
Other	20%

Table 18.4   -   Group Membership   (n=25)

Have Members	88%
Do Not Have Members	12%

Table 18.5   -   Number of Members   (n=22)

Less than 10	–
10 - 30	23%
31 - 50	14%
51 - 70	5%
71 -100	–
Over 100	59%

Summary: 2. Groups were involved in a variety of activities. Over
one-half were involved with public education, lobbying
government and social events. Other major activities
were fund-raising, recreation and conducting membership
drives.

          3. Most of the groups had a membership with a considerable
number of groups having over one hundred (100) members.

A series of questions were asked that explored the size of the volunteer population, how recruitment was accomplished and groups' needs for volunteers. The results are shown in Tables 19.1 - 19.9.

Table 19.1 - Number of Active Volunteers Working with Groups (n-25)

Less than 10	24%
10 - 30	60%
31 - 50	-
51 - 70	4%
71 -100	-
Over 100	12%

Table 19.2 - Methods Used by Groups to Recruit Volunteers (n-25)

Word of Mouth	92%
From Membership	80%
Public Meetings	48%
Media	44%
Newsletters	44%
Public Speaking	36%
Other Groups with Similar Objectives/Concerns	32%
Poster Campaigns	28%
Door-to-door Canvassing	20%
Flyers	16%
Others	40%

Table 19.3 - Recruitment Restricted to a Specified Geographic Area (n-25)

Would Restrict Recruitment	56%
Would Not Restrict Recruitment ...	44%

Table 19.4 - Groups Accepting Members from Outside Geographic Area (n-14)

Would Accept Members	100%
Would Not Accept Members	-

Summary: 1. While most groups had a membership of over one hundred (100)
              people, 84% had less than thirty (30) people actively volun-
              teering.

          2. There were several methods used to recruit volunteers but
              word-of-mouth and from the membership were used most fre-
              quently.

          3. There was no restriction as to the geographic area from
              which volunteers could be recruited.

Table 19.5 - Effectiveness of Recruitment   (n=25)

Very Effective	16%
Effective	12%
Adequate	36%
Ineffective	32%

Table 19.6 - Groups' Needs for Volunteers   (n=25)

Need Volunteers	84%
Do Not Need Volunteers	16%

Table 19.7 - Groups" Need for Assistance in Recruiting Volunteers (n=21)

Need Assistance	81%
Do Not Need Assistance	19%

Table 19.8 - Groups' Need for Special Skills   (n=25)

Need Special Skills	80%
Do Not Need Special Skills	20%

Table 19.9 - Specific Skill Needs of Groups

SPECIAL INTEREST GROUPS (n=9)	RECREATIONAL GROUPS (n=5)
Legal - Debating - Typing - Journalism - Layout - Salesmanship - Fund-raising - Organization - Public Relations - Interest in consumerism - Methods to vitalize downtown area - Public speaking - Financial - Group dynamics - Research - Display abilities.	Gymnastics Coach - Coaches - Umpires - Person to work with teenagers - Person to work with senior citizens.
NEIGHBOURHOOD GROUPS (n=8)	ENVIRONMENTAL GROUPS (n=3)
People to teach crafts - Day care - Legal - Production of newsletter - Architects - Programme development - Urban planners - Organization.	Bookkeeping - Fund-raising - Photography - Investigative reporting - Artistic - Environmental ethics - Design - Public speaking - Writing - Research - Public Relations - Analytical skills - Administration - Ecological knowledge - Presentations to government - Conduct public meetings - Organizational.

Summary: 4. Almost one-third of the groups indicated that their recruit-
ment was ineffective at present.

5. There seemed to be both a considerable need for volunteers
and a need for assistance in recruiting those volunteers.

6. Individuals with special skills were required by 80% of
the groups with a need for a wide range of skills.

COMMUNITY ORGANIZATIONS AND CITIZENS' GROUPS USE OF CONSULTANTS

A series of questions were asked of respondents to obtain information on this topic. Tables 20.1 - 20.3 indicate the results.

Table 20.1 - Consultants Involved with Groups (n=25)

Consultants Are Involved	64%
Consultants Are Not Involved	36%

Table 20.2 - Voluntary Consultants (n=16)

Consultants Are Voluntary	88%
Consultants Are Not Voluntary	13%

Table 20.3 - Expertise, Recruitment and Usefulness of Voluntary Consultants

	RECREATION GROUPS (n=5)	SPECIAL INTEREST GROUPS (n=9)	ENVIRONMENTAL GROUPS (n=3)	NEIGHBOURHOOD GROUPS (n=8)
EXPERTISE	Networking of resources - Coaching - Umpiring.	- Medical - Social Work - Psychiatric - Legal - Research - Restoration of buildings - Artistic - Architecture - Conducting public presentations - Funding.	- Community development.	- Networking of resources - Community development - Legal - Umpiring - Coaching - Politics.
RECRUITMENT	- Contacted.	- Word-of-mouth - Contacted - Previuusly involved.	- Contacted.	- Word-of-mouth - Contacted.
USEFULNESS	- Useful.	- Useful.	- Useful.	- Useful - Sometimes useful.

Summary: 1. Consultants were used in just under two-thirds of the
             groups - most of these being voluntary consultants.

          2. The expertise of these consultants varied between groups.
             They were, most often, recruited either through contacts
             or word-of-mouth. All groups found their involvement use-
             ful to the organization.

WORKSHOPS FOR COMMUNITY ORGANIZATIONS AND CITIZENS GROUPS

Tables 21.1 - 21.2 indicate the results of questions directed at respondents covering workshops for these groups.

Table 21.1 - Groups' Interest in Attending Regular Volunteer Bureau Workshops

(n=25)

Interested in Attending....................	68%
Interested in Attending, If Relevant	8%
Not Interested in Attending	24%

Table 21.2 - Subjects' Ability to Attend Workshops (n=17)

Could Find Time to Attend	74%
Could Find Time to Attend, If Relevant	11%
Could Not Find Time to Attend	11%

RESOURCE MATERIALS

Table 22.1 and Table 22.2 indicate those resources community organizations and community groups would find useful.

Table 22.1 - Resources Which Groups Would Find Useful (n=25)

Resource Library	56%
Slide/Tape Recorder	48%
Film Projector	48%
Training Manuals for Volunteers on Activities Related to the Organization	48%
Guest Speakers on Activities Related to Organization ...	40%
Games, Workshops, Participatory Materials to Use in Training Volunteers	36%
Films on Voluntary Activity, Community Action/Development	32%
Fund-raising Assistance/Information	20%
Clerical and Duplicating Assistance	16%
Audio-Visual and Technical Equipment	12%
Networking of Resources	8%
Speakers on Various Voluntary Subjects	8%
Community Development Assistance	4%
Provision of Physical Administration Centre	4%

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Summary: 1. Over two-thirds of the groups were interested in attending
             workshops organized by the Volunteer Bureau and, of these,
             74% said they could find the time to attend.

RESOURCE MATERIALS

Summary: 1. The resources which reportedly would be used most frequently
             included a resource library, slide/tape projector, a film
             projector and training manual inserts.

RESOURCE MATERIALS   (cont'd)

Table 22.2 - Resource Library Subjects Groups Would Find Useful   (n=14)

Publicity	79%
Retention of Volunteers	75%
Recruitment	75%
Volunteer Management	50%
Administration of Programs	43%
Program Development	36%
Training	36%
Fund-raising	21%

COMMUNITY ORGANIZATIONS AND COMMUNITY GROUPS
RELATIONSHIP WITH THE VOLUNTEER BUREAU

The relationship to date between these two groups was explored briefly
and the results appear in Tables 23.1 - 23.3.

Table 23.1 - Groups' Familiarity With Volunteer Bureau and Its Services (n=25)

Familiar with Volunteer Bureau and Its Services	40%
Somewhat Familiar with Volunteer Bureau and Its Services	8%
Are Not Familiar with Volunteer Bureau and Its Services	52%

Table 23.2 - Groups Considered Approaching Volunteer Bureau for Assistance
(n=25)

Have Considered Approaching Volunteer Bureau for Assistance	28%
Have Not Considered Approaching Volunteer Bureau for Assistance ...	68%
Don't Know If Group Has Considered Approaching Volunteer Bureau for Assistance	4%

Summary: 2. Of those groups interested in a resource library, the subjects of most interest included publicity, retention of volunteers and recruitment of volunteers.

COMMUNITY ORGANIZATIONS AND COMMUNITY GROUPS
RELATIONSHIP WITH THE VOLUNTEER BUREAU

Summary: 1. Most groups were not familiar with the Volunteer Bureau and consequently had not considered requesting assistance from the Volunteer Bureau.

Table 23.3 - Groups' Suggestions of How Volunteer Bureau Could Assist Them

NEIGHBOURHOOD GROUPS (n=8)	SPECIAL INTEREST GROUPS (n=9)
- Contact group in September to introduce Volunteer Bureau and its services. - Provision of methods to stimulate community interest. - Pool people in North-End of Hamilton. - Link them with community resources and vice versa. - Unify volunteers in community groups. - Include community groups in Volunteer Week activities. - Provision of knowledgeable person to help community council. - Get groups input when organizing workshop for them. - Assistance in recruiting.	- Recruit people to act as consumer watch-dogs. - Access to clerical and duplicating equipment. - Day Care - Networking of resources. - Referral of persons interested in abortion. - Referral of people to write advertising. - Referral of persons with public relations skills. - Fund-raising.
ENVIRONMENTAL GROUPS (n=3)	RECREATIONAL GROUPS (n=5)
- Volunteer Bureau has to be flexible to understand and relate to problems of groups. - Volunteer Bureau should approach groups as community development not agencies. - Volunteer Bureau should not let volunteers do jobs others are paid to do. - Help to recruit people with skills. - Recruit experts in fund-raising. - Recruit experts to help in initial organizing of groups.	- Help to recruit pupils. - Recruit person to develop program and train others to work with teenagers. - Organize workshops on sports, parents' interaction with their children, and "Codes of Behaviour" during tournaments. - Obtain literature on sports and make it available to groups. - Volunteer Bureau could act as mediator between groups and Hamilton Recreation Department to discover who receives funding and why.

Summary: 2.   Suggestions as to how the Volunteer Bureau could assist these
                groups were quite varied and hence provide a good notion of
                possible services required.

SECTION "D"

DISCUSSION AND RECOMMENDATIONS

DISCUSSION

A considerable amount of the information gathered through this survey
has been very useful in providing a profile of voluntary organizations
and activity in Hamilton. Some of it, however, has a direct impact on
the services of the Volunteer Bureau. In this section, we will discuss
these points and make recommendations to the Volunteer Bureau Advisory
Committee. Responsibility for identifying priorities from these recom-
mendations will, for the most part, be in their hands.

All recommendations are summarized on separate sheets following this
section.

RESOURCE MATERIALS - LIBRARY

Many agencies reacted positively to the prospect of an expanded resource
library at the Volunteer Bureau, as did community organizations and
citizens' groups. Based on the experience of the researchers in using
the library, the current collection seems not comprehensive enough to
service the multitude of needs brought by both these groups.

The areas of volunteerism on which such a library should focus, according
to the responses received, are volunteer recruitment, retention of volun-
teers, training of volunteers and publicity.

To accomplish this, two items will be required. First, a financial com-
mitment on the part of the Social Planning and Research Council of
Hamilton and District to adequately supply the library. Secondly, the
services of a volunteer librarian would be very useful in organizing
present materials, identifying weaknesses in the library and providing
assistance to individuals and/or groups wishing to make use of the
library.

RESOURCE MATERIALS - OTHER RESOURCES

There was a considerable demand for resource materials to be used for
professional development and/or volunteer training, again, on the part
of both agencies and community organizations. Films, guest speakers, a
film projector and games, workshop and participatory materials were iden-
tified as being needed by a number of agencies while community organiza-
tions saw training manual inserts, a film projector and a slide/tape
projector as being useful resources to which they need access.

Obviously, financial limitations are presently such that the acquisition
of all, if not some of these, is doubtful. With this kind of interest,
however, the Volunteer Bureau would be negligent in not pursuing the
matter further.

A reasonable alternative for the Volunteer Bureau and other central ser-
vices such as the Hamilton Public Library, Community Information Services,
and Social Planning and Research Council would be to make a list of the
availability of the noted resources in the community at present.

Upon completion of this task, weaknesses or gaps in availability of re-
source materials could be identified. With this information in hand,
financial assistance could be sought to meet the remaining needs.

As for materials directly pertaining to the field of volunteerism
(training manual inserts, etc.), the Volunteer Bureau should pursue
their acquisition immediately if it is to serve as a voluntary resource
centre to this community.

Finally, the development of a Speakers Bureau to servóce the needs of agen-
cies for guest speakers would be a positive step.

CO-ORDINATOR NETWORKING

There seemed to be a very strong interest in the concept of co-ordinator
networking amongst agencies. What has been suggested is a series of
regular sessions where co-ordinators of volunteers could share informa-
tion and problem solve.

The Volunteer Bureau should further explore this area in conjunction with
the Regional Association of Co-ordinators of Volunteers (R.A.C.V.) - a
group which has this function as part of its mandate. The relationship
between the Volunteer Bureau and the R.A.C.V. concerning co-ordinator
networking must be worked out before either group proceeds further in
this matter.

INITIAL AND ONGOING TRAINING OF VOLUNTEERS

Volunteer Co-ordinators seemed confident that both their initial and on-
going training was effective as it currently operates. From this study,
one cannot more accurately determine how effective they really are but,
in the opinion of the researchers, there is room for improvement in this
area.

The Volunteer Bureau has, for several years, shown concern in this area.
This should be continued with perhaps an expanded educational role focus-
sing on ways to improve volunteer training programs.

A further method of providing assistance is through support of a cen-
tralized training service. Agency reaction to this was very positive
with seventy percent (70%) in favour of centralized initial training and
seventy-four percent (74%) in favour of centralized ongoing training.

With current staff resources being limited at the Volunteer Bureau, al-
ternatives must be considered to operationalize this service. One very
real possibility would be to have a group of people providing this ser-
vice through the Volunteer Bureau on a voluntary basis. The first place
to recruit individuals to carry out this task would be with those agen-
cies who indicated a willingness to assist in the development of such a
program. In all, sixty-two percent (62%) of the eighty-one (81) agencies
who responded to the mail-out questionnaire indicated a willingness to
assist in this process.

RECRUITMENT AND RETENTION OF VOLUNTEERS

Areas that created difficulties for both agencies and community organiza-
tions were those of recruitment and retention of volunteers. Here again,
if the Volunteer Bureau is to play the role of a resource centre in the
community, these are problems that must be addressed.

The significant problems encountered in recruitment, particularly within
agencies, provides a strong mandate to the committee responsible for
publicity and promotion at the Volunteer Bureau. Current plans call for
that committee to focus on the promotion of volunteerism or citizen in-
volvement in the community. Maintaining this focus is highly recommended.

As for retention of volunteers, it would be helpful to both agencies and
groups to learn more about ways to keep volunteers active within their
group. The development of educational aids with this in mind would be a
start. In addition, the co-ordinator workshops could approach this sub-
ject as an initial topics for examination.

SKILLED VOLUNTEERS

There was a considerable demand among both agencies and community organi-
zations for the services of skilled volunteers. The specific skills
required varied considerably between agencies and community organizations
but, without a doubt, the need was very great.

Considering this, the Volunteer Bureau should begin the process of estab-
lishing a Skills Bank that could commence service as early as possible.
It should reflect the needs of both groups - all of which are outlined
earlier in the report.

BOARD AND COMMITTEE MEMBERS

The recruitment of voluntary Board and Committee members seemed to create
little difficulty for those agencies that had a voluntary Board and/or
Committees. Further, most areas of skill or expertise were well repre-
sented throughout the agencies.

This area has been a concern of the Volunteer Bureau for some time now.
Based on this study, it seems that the need, for the most part, does not
exist to justify such a Board member recruitment service. Those who do
need assistance would appear to be in the minority.

This finding is somewhat surprising in that it seems somewhat inconsistent
with the experience of those heavily involved and working at the Volunteer
Bureau. Certainly before deciding on any dramatic course of action in
this area further study will be required. It may be wise to consider
whether those persons being questioned are in fact the people charged
with responsibility for recruiting new Board members. Although at present,
one form of effective response to those who do require assistance would
be to include the recruitment of voluntary Board and Committee members
in such a service as the Skills Bank.

CONSULTANTS

Similar to Board and Committee members, agencies had little difficulty
in the recruitment of either paid or voluntary consultants. The major
difference here, however, is that slightly more than one-half of the
agencies surveyed did not have any consultants working for them. Unfor-
tunately, no reasons were sought for these groups not using consultants.
Some agencies may not require the services of consultants while others
may have a great need for them but have difficulty with their recruit-
ment. The lack of clarity in this area requires further attention.
The Volunteer Bureau should, through its regular correspondence with
agencies, explore further the question of need for voluntary consultants.

SERVICES OF THE VOLUNTEER BUREAU

An important goal of this project, as outlined earlier, was an increased
contact between the Volunteer Bureau and the agencies which it served
To date, much of the contact has occurred through the recruitment, ini-
tial screening and referral of volunteers to agencies. This became
increasingly clear when agencies reported their familiarity with Volunteer
Bureau services. Very few were familiar with more services than these.

The poor knowledge of other services justifies an extensive agency educa-
tion program on the services that are currently offered. Some of this
was done by the Interviewers conducting this survey, but additional
materials would be helpful.

It is also important to remember these results when services are initi-
ated or discontinued. Should this kind of information not be disseminated,
the end result will be confusion as to the role of the Volunteer Bureau
-- something the Interviewers perceive as being a problem at present.

The same can really be said of the relationship between the Volunteer
Bureau and community organizations or citizens' groups. Several needs
of these groups (i.e., recruitment of more traditional-type volunteers)
could be easily handled through the current offering of services. The
barrier between these groups and the services of the Volunteer Bureau
seems to be simply an unfamiliarity with the services. A heightened
education program would be very beneficial here as well.

RECOMMENDATIONS

1.   RESOURCE MATERIALS

     1.1 THAT the Volunteer Bureau develop a comprehensive resource
          library to service both agencies and groups dealing with
          topics such as recruitment and retention of volunteers,
          training for volunteers, and promotion.

                                                              . . .

1. RESOURCE MATERIALS (cont'd)

    1.2 THAT, considering the present condition of the Volunteer Bureau
        library, the Volunteer Bureau solicit the service of a
        volunteer librarian to both identify what additional
        materials are necessary and organize present materials.
        This should be done in conjunction with a member of the
        Volunteer Bureau who has expertise in the area of volun-
        teerism. Further,

        THAT this librarian remain to assist groups or individuals in
        their use of the resource library.

    1.3 THAT the Volunteer Bureau in conjunction with other central
        services such as the Hamilton Public Library, Community
        Information Services, and the Social Planning and Research
        Council of Hamilton and District, make a list of material
        resources available such as slide/tape projectors, film
        projectors, screens, etc., in the community. Further,

        THAT this list include the amount of notice required to borrow
        such materials and the cost to be incurred.

    1.4 THAT the Volunteer Bureau supplement this list with materials
        such as training manual inserts, games or workshops, and
        participating materials for use in volunteer programs.

    1.5 THAT the Volunteer Bureau, having identified what gaps exist
        in the availability of resources, seek financial assistance
        to purchase the needed materials.

    1.6 THAT the Committee responsible for publicity and promotion of
        volunteerism through the Volunteer Bureau, develop a
        Speakers Bureau to meet the demand for guest speakers in
        the community.

2. CO-ORDINATOR NETWORKING

    2.1 THAT the Volunteer Bureau further explore the possibility of
        sponsoring or co-sponsoring with the R.A.C.V. a series of
        co-ordinator workshops to be held in a central location
        free of charge.
                                                            . . .

3. INITIAL AND ONGOING TRAINING OF VOLUNTEERS

    3.1 THAT the Volunteer Bureau, as part of a larger Agency Outreach
        Program, undertake an educational role in providing in-
        formation on ways to improve and/or expand training
        programs for volunteers.

    3.2 THAT the Volunteer Bureau develop sufficient voluntary re-
        sources to introduce centralized initial training as a
        basic service of the Volunteer Bureau.
                                                            . . .

3. INITIAL AND ONGOING TRAINING OF VOLUNTEERS (cont'd)

 3.3 THAT those agencies indicating a willingness to assit in the
  development of centralized initial training sessions be
  requested to participate in the planning of such sessions

4. RECRUITMENT AND RETENTION OF VOLUNTEERS

 4.1 THAT the mandate of the Committee responsible for Publicity
  and Promotion at the Volunteer Bureau be maintained with
  the emphasis on the promotion of citizen involvement.

 4.2 THAT the education role of the Volunteer Bureau also include
  the development of educational aids in these areas.

5. SKILLED VOLUNTEERS

 5.1 THAT the Volunteer Bureau develop sufficient voluntary re-
  sources and allocate staff time to developing a Skills
  Bank that could meet the needs.

6. BOARD AND COMMITTEE MEMBERS

 6.1 THAT the Volunteer Bureau not initiate an active program for
  the recruitment of Board and/or Committee members in com-
  munity organizations and agencies without conducting further
  investigation of need for this service. Any response that
  is required for those who now need assistance, should at
  present be handled through a vehicle such as the Skills Bank.

7. CONSULTANTS

 7.1 THAT the Volunteer Bureau, through its regular correspondence
  with agencies, further explore the demand for voluntary
  consultants in those agencies which currently do not use
  the services of consultants.

8. SERVICES OF THE VOLUNTEER BUREAU

 8.1 THAT the Volunteer Bureau undertake an extensive Agency Out-
  reach Program to, for one, provide information on Volunteer
  Bureau services. Considering the poor knowledge agencies
  have of current services, as illustrated by the data, this
  is a necessity to both improve and strengthen existing
  and future relations.

 8.2 THAT, should any changes occur in Volunteer Bureau programs or
  services, such a program would manage responsibility for
  ensuring proper information is disseminated and clarifica-
  tion provided where necissary.

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VOLUNTEER BUREAU

APPENDIX "A"

PROFILE OF VOLUNTARY ORGANIZATIONS

QUESTIONNAIRE - PART I

1. RESOURCE LIBRARY

The Volunteer Bureau presently offers access to its library of resource material on volunteerism and the many aspects of managing a volunteer program. However, it is not a comprehensive collection and the possibility of expansion exists.

Would you, or someone else from your organization, make use of this resource library if it were further expanded?

YES ◯ ⟶ What areas of volunteerism would be most useful?

NO ◯

◯ Recruitment   ◯ Administration

◯ Training   ◯ Program Development

◯ Retention   ◯ Other: _____

◯ Volunteer Management ◯ _____

◯ Publicity   ◯ _____

2. OTHER RESOURCE MATERIAL

There are many resources, other than written material, which might be of use to volunteer co-ordinators. Again, because financial support in the voluntary community is always limited, we expect that many agencies and organizations have not been in a position to acquire various pieces of equipment, films, manuals, and so on for use in their own professional development and their volunteer training programs.

If the Volunteer Bureau was able to acquire the following resources and make them available for use in the community, do you think you, or someone in your organization, would find them useful?

YES	NO	
◯	◯	Slide/tape projector
◯	◯	Film Projector ⟩ Audio-Visual Equipment
◯	◯	Films
◯	◯	Games, workshop and participatory material
◯	◯	Training manual inserts (for example, general material on the role of volunteers in selected service areas, social change, community resources, advocacy, etc.)
◯	◯	Speakers

3. CO-ORDINATOR NETWORKING

Opportunities for information-sharing and professional development among co-ordinators of volunteers have not been as accessible or frequent as in some other fields. If the Volunteer Bureau were to organize a series of regular (and free) sessions where co-ordinators of volunteers could share information, problem-solve, and/or explore avenues of collective action (on topics such as recruitment, programming, publicity, and so on) would you be interested?

YES ◯ ──────→ Do you think you could find the time to attend?

NO ◯

                    YES ◯

                    NO ◯

4. CENTRALIZED (BASIC) TRAINING

It has been suggested that some areas of basic training for volunteers are quite similar from agency to agency. That is, volunteers who work directly with "clients" often receive training in helping, communication, and listening skills while volunteers who work in community service organizations often receive training on community resources, referral techniques, and so on. We know that volunteer training absorbs a great deal of the co-ordinator's time and energy so that duplication of such training sessions on a small scale in each individual agency may not be making the best use of available expertise.

If the Volunteer Bureau were to organize centralized training on common and basic topics such as communication, helping, listening, referral, community resources, and so on, would you encourage attendance by your volunteers?

YES ◯ ──────→ Do you think centralized training would, in the long run, save you time?

NO ◯

                    YES ◯

                    NO ◯

        Would you be willing to help in the development of such training sessions?

                    YES ◯

                    NO ◯

        Would you see these workshops as an integral part of the training for your volunteers?

                    YES ◯

                    NO ◯

Could you please explain? _____

_____

_____

_____

5. CENTRALIZED (ONGOING) TRAINING

In some cases the centralized training workshops may not coincide well with the timing of volunteer training programs in some agencies. Because of this scheduling pooblem, it has been suggested to the Volunteer Bureau that we organize a series of ongoing training sessions for all volunteers in the community. Designed to cover a wide range of topics, these training sessions would provide more in-depth information to volunteers than can be addressed in the training programs of each individual agency or organization. Topics for these centralized training sessions might include: the legal system, advocacy, the family corrections, the health care system, and many other topics relevant to the fields in which volunteers participate.

If the Volunteer Bureau were to organize centralized ongoing training workshops, would you encourage attendance by your volunteers?

NO ◯ ————————➤ Please explain: _____

YES ◯   _____

                _____

                _____

                _____

                _____

                _____

                _____

6. SKILLS BANK

Right now, the orientation of the Volunteer Bureau is towards meeting the needs of agencies and organizations for volunteers. Thus, we have on file, at any given point, many requests for volunteers and we generally wait until a suitable volunteer arrives so that we can make the referral. While we do a small amount of specific recruiting through our regular column in the Spectator, we often place volunteers in agencies simply on the basis of available time and suitable personality characteristics in a general sense - i.e., mature, caring, warm, friendly, and so on.

We believe that this may not be making the best use of the skills which each volunteer possesses and suggest that a skills bank may address this and a number of other disadvantages of the present referral system.

A skills bank would include three major components:

(a) The concentrated recruitment of volunteers on the basis of the expertise and skills which they possess.

(b) The determination of agency's needs for volunteers who possess specific and definable skills in specified areas of service.

(c) Referral of volunteers into the community with the emphasis on matching skills with identified needs.

...

For example, the skills bank could begin to refer volunteer accountants, book-keepers, lawyers, organizers, administrators, committee members, and so on, to agencies who find difficulty in locating individuals to meet these defined needs.

Would it be useful to your agency if the Volunteer Bureau were able to locate volunteers with specific and defined skills?

YES ⟶ How would these skilled volunteers fit into your existing program? Please explain.

NO

_____

_____

_____

_____

_____

_____

_____

_____

_____

Could you please explain?

_____

_____

_____

_____

_____

_____

Can you project ways in which skilled volunteers might be incorporated into your agency's service?

YES ⟶ Which skills would be most needed? Please list.

NO

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

VOLUNTEER BUREAU

APPENDIX "B"

PROFILE OF VOLUNTARY ORGANIZATIONS QUESTIONNAIRE

DATE OF INTERVIEW: _____ INTERVIEW CONDUCTED BY: _____

NAME OF PERSON(S) INTERVIEWED: _____

POSITION OF PERSON(S) INTERVIEWED: _____

AGENCY/ORGANIZATION: _____

ADDRESS: _____

POSTAL CODE: _____ TELEPHONE NUMBER: _____

1. Can you please tell me how long you have been with this agency?
    _____ months/years.

2. Could you please describe the volunteer opportunities which are presently being
    offered by your agency? (Briefly explain what we are looking for.)

    JOB "A":

    (i)   Title: _____
    (ii)   Description: _____
            _____
            _____

    (iii)   Time & Commitment Required: _____
    (iv)   Skills/Qualities: _____
            _____

    JOB "B":

    (i)   Title: _____
    (ii)   Description: _____
            _____
            _____

    (iii)   Time & Commitment Required: _____
    (iv)   Skills/Qualities: _____
            _____

    JOB "C":

    (i)   Title: _____
    (ii)   Description: _____
            _____
            _____

    (iii)   Time & Commitment Required: _____
    (iv)   Skills/Qualities: _____
            _____

    JOB "D":

    (i)   Title: _____
    (ii)   Description: _____
            _____
            _____

JOB "E":

(i)   Title: _____

(ii)   Description: _____

_____

_____

(iii) Time & Commitment Required: _____ _____

(iv)   Skills/Qualities: _____

_____

JOB "F":

(i)   Title: _____

(ii)   Description: _____

_____

_____

(iii) Time & Commitment Required: _____ _____

(iv)   Skills/Qualities: _____

_____

JOB "G":

(i)   Title: _____

(ii)   Description: _____

_____

_____

(iii) Time & Commitment Required: _____ _____

(iv)   Skills/Qualities: _____

_____

JOB "H":

(i)   Title: _____

(ii)   Description: _____

_____

_____

(iii) Time & Commitment Required: _____ _____

(iv)   Skills/Qualities: _____

_____

JOB "I":

(i)   Title: _____

(ii)   Description: _____

_____

_____

(iii) Time & Commitment Required: _____ _____

(iv)   Skills/Qualities: _____

_____

For the purpose of this part of the questionnaire, could you please identify
which of your volunteer jobs have similar training programs, if any.

3. Is _initial_ training for your volunteers offered at your agency for this job(s)?

    YES [ ] ―――――――――――――――――――――――――――――――――――――
    NO [ ] ――――――――――――――――――――

    ┌───┐
    │ Why is that?   (Check if mentioned.)   │
    │   [ ] Job is simple   │
    │   [ ] Lack of time   │
    │   [ ] Had not thought about it   │
    │   [ ] Outside resources unknown/unavailable   │
    │   [ ] Other (specify): _____   │
    │   _____   │
    └───┘

    ┌───┐
    │ Could you please describe the following aspects of your training │
    │ program?   │
    │   │
    │ (a) The format?   (Offer choice.)   │
    │   [ ] Individual training sessions   │
    │   [ ] Group sessions, workshops   │
    │   [ ] Volunteer match-ups   │
    │   [ ] On-the-job training   │
    │   [ ] Other (specify): _____   │
    │   _____   │
    │   │
    │ (b) The content?   (Offer choice.)   │
    │   [ ] Interpersonal/communication skills   │
    │   [ ] Crisis intervention   │
    │   [ ] Availability of community resources   │
    │   [ ] Specific job responsibilities (if additional training, for │
    │   which job(s)?) _____   │
    │   │
    │   [ ] Other (specify): _____   │
    │ (c) How long is the program?   (Check one box.)   │
    │   [ ] Less than 3 hours   │
    │   [ ] 3 - 6 hours   │
    │   [ ] 6 - 10 hours   │
    │   [ ] 10 - 15 hours   │
    │   [ ] More than 15 hours   │
    │   │
    │ (d) How often is the program run?   (Check one box.)   │
    │   [ ] Once a month   │
    │   [ ] Bi-monthly   │
    │   [ ] Yearly   │
    │   [ ] As required   │
    │   [ ] Other (specify): _____   │
    │   │
    │ (e) What time of year?   (Check appropriate box(es)   │
    │   [ ] Spring   │
    │   [ ] Summer   │
    │   [ ] Fall   │
    │   [ ] Winter   │
    │   [ ] All year   │
    │   │
    │ (f) The resources used?   (Offer choice.)   │
    │   [ ] Audio/visual equipment   │
    │   [ ] Guest speakers   │
    │   [ ] Staff expertise   │
    │   [ ] Written material   │
    │   [ ] Tours   │
    │   [ ] Other (specify): _____   │
    │   │
    │ (g) How effective do you think that your initial training program is? │
    │   (Offer choice.)   │
    │   [ ] Very effective   │
    │   [ ] Effective   │
    │   [ ] Adequate   │
    │   [ ] Ineffective   │
    │   Comments: _____   │
    │   _____   │
    └───┘

4. Is <u>ongoing</u> training for your volunteers offered at your agency?

    YES [ ]
    NO [ ]

Why is that?   (Check if mentioned.)
    [ ] Job is simple
    [ ] Lack of time
    [ ] Had not thought about it
    [ ] Outside resources unknown/unavailable
    [ ] Other (specify): _____

Could you please describe the following aspects of your training program?

(a) The format?   (Offer choice.)
    [ ] Individual training sessions
    [ ] Group sessions, workshops
    [ ] Volunteer match-ups
    [ ] On-the-job training
    [ ] Other (specify): _____

(b) The content?   (Offer choice.)
    [ ] Interpersonal/communication skills
    [ ] Crisis intervention
    [ ] Availability of community resources
    [ ] Specific job responsibilities (if additional training, for
            which job(s)?) _____
    [ ] Other (specify): _____

(c) How long is the program?   (Check one box.)
    [ ] Less than 3 hours
    [ ] 3 - 6 hours
    [ ] 6 - 10 hours
    [ ] 10 - 15 hours
    [ ] More than 15 hours

(d) How often is the program run?   (Check one box.)
    [ ] Once a month
    [ ] Bi-monthly
    [ ] Yearly
    [ ] As required
    [ ] Other (specify): _____

(e) What time of year?   (Check appropriate box(es)
    [ ] Spring
    [ ] Summer
    [ ] Fall
    [ ] Winter
    [ ] All year

(f) The resources used?   (Offer choice.)
    [ ] Audio/visual equipment
    [ ] Guest speakers
    [ ] Staff expertise
    [ ] Written material
    [ ] Tours
    [ ] Other (specify): _____

(g) How effective do you think that your ongoing training program is?
    (Offer choice.)
    [ ] Very effective
    [ ] Effective
    [ ] Adequate
    [ ] Ineffective
    Comments: _____

FOR JOB(S)" _____ "

5. Is any kind of ongoing support or supervision offered to your volunteers?

    YES [ ] ───┐
    NO [ ] ──────────────────────┐   │
                                    │   │
                                    ▼   │
    ┌──┐   │
    │ Why is that?   (Check if mentioned.)   │   │
    │   [ ] Job is simple   │   │
    │   [ ] Lack of time   │   │
    │   [ ] Had not thought about it   │   │
    │   [ ] Outside resources unknown/unavailable │ │
    │   [ ] Other (specify): _____   │   │
    │   _____   │   │
    └──┘   │
                                                        │
                                                        ▼
    ┌───┐
    │ (a) Could you please describe what methods are used? (Offer choice.) │
    │   [ ] Individual discussion with supervisor   │
    │   [ ] Group/team discussions   │
    │   [ ] Random supervisor check-ups   │
    │   [ ] Volunteer reports   │
    │   [ ] Other (specify): _____   │
    │   │
    │ (b) How often is this done?   (Offer choice.)   │
    │   [ ] Once a week   │
    │   [ ] Bi-weekly   │
    │   [ ] Monthly   │
    │   [ ] As required   │
    │   [ ] Other (specify): _____   │
    └───┘

The Volunteer Bureau is willing to assist and is available for consultation around a variety of difficulties and/or gaps in volunteer programs. Therefore, it would be very useful for us to be aware of your major needs. The following questions are designed to explore this area of need. As there are a number of questions to be answered, could you please just give a "YES/NO" response?

6. Are any difficulties encountered in the volunteer programs in any of the following areas at your agency? (Read list and only check if "YES" there is a difficulty. If checked, then identify which programs.)

a) First of all, in the area of
   recruitment, do you have any
   difficulties with:
   (i)   Publicity?   [ ] _____
   (ii) Sources?   [ ] _____
   (iii) Appropriateness?   [ ] _____
   (iv) Quantity?   [ ] _____

   (SKIP (b) and (c) IF NO
   TRAINING OFFERED.)

b) Secondly, the area of initial
   training, do you have any
   difficulties with:
   (i)   Determining content
         (topics)?   [ ] _____
   (ii) Determining format?   [ ] _____
   (iii) Suitable location?   [ ] _____
   (iv) Availability of back-
         ground information?   [ ] _____
   (v)   Availability of re-
         source people?   [ ] _____
   (vi) Time constraints?   [ ] _____
   (vii) Funding constraints?   [ ] _____

c) Thirdly, in the area of on-
   going training, do you have
   any difficulties with:
   (i)   Determining content
         (topics)?   [ ] _____
   (ii) Determining format?   [ ] _____
   (iii) Suitable location?   [ ] _____
   (iv) Availability of back-
         ground information?   [ ] _____
   (v)   Availability of re-
         source people?   [ ] _____
   (vi) Time constraints?   [ ] _____
   (vii) Funding constraints?   [ ] _____

d) The next area is support and
   supervision of volunteers, do
   you have any difficulties with:
   (i)   Time?   [ ] _____
   (ii) Supervisory skills?   [ ] _____

e) In the area of retention of
   your volunteers, do you en-
   counter difficulties with:
   (i)   Burn-out?   [ ] _____
   (ii) Loss of interest?   [ ] _____
   (iii) Other commitments?   [ ] _____

f) Is dissatisfaction a problem:
   (i)   Among volunteers?   [ ] _____
   (ii) Within the agency (re:
         volunteers)?   [ ] _____

g) Are there any other diffi-
   culties that you would like
   to mention at this point?
   (i)   _____   [ ] _____
   (ii) _____   [ ] _____
   (iii) _____   [ ] _____
   (iv) _____   [ ] _____

7. Have sufficient opportunities such as workshops, seminars, etc., been available for your own professional development in the area of volunteerism?

    YES [ ]
    NO [ ]

Why is that?   (Check if mentioned.)
    [ ]   Time constraints
    [ ]   Money constraints
    [ ]   Lack of applicable opportunities
    [ ]   Location/distance problem
    [ ]   Other (specify): _____

8. (a) Does your agency/organization have a voluntary Board of Directors?

    YES   [ ]
    NO   [ ]
    DON'T KNOW [ ]

Is there anyone who could provide us with this information?
    NAME: _____
    POSITION: _____
    TELEPHONE NUMBER: _____

With what areas of expertise?   (Offer choice.)

    [ ]   Public relations   [ ]   Business and Industry
    [ ]   Financial   [ ]   Education
    [ ]   Politics   [ ]   Social Services
    [ ]   Legal   [ ]   Labour
    [ ]   Health care   [ ]   Community Representative
    [ ]   Other (specify): _____

How is recruitment accomplished? _____

Do you encounter recruitment difficulties?
    YES [ ]
    NO [ ]

    Why is that? _____

(b) Does your agency/organization have any volunteer committee members?

    YES   [ ]
    NO   [ ]
    DON'T KNOW [ ]

Is there anyone who could provide us with this information?
    NAME: _____
    POSITION: _____
    TELEPHONE NUMBER: _____

Please describe:
With what skills?
    [ ]   Public relations   [ ]   Business and Industry
    [ ]   Financial   [ ]   Education
    [ ]   Politics   [ ]   Social Services
    [ ]   Legal   [ ]   Labour
    [ ]   Health care   [ ]   Community Representative
    [ ]   Other (specify): _____
How is recruitment accomplished? _____

Do you encounter recruitment difficulties?
    YES [ ]
    NO [ ]

    Why is that? _____

8. (c) Are any consultants (i.e., research, planning, medical) involved with your agency?

        YES   [   ] ——————————————————————————

        NO   [   ]

        DON'T KNOW [   ] ——————————

> Is there anyone who could provide us with this information?
>
>   NAME: _____
>
>   POSITION: _____
>
>   TELEPHONE NUMBER: _____

> —Are the consultants voluntary or paid for their work?
>
>   VOLUNTARY [   ]
>
>   PAID   [   ]
>
> —What expertise do they possess?
>
>   (i)   VOLUNTARY: _____
>
>   _____
>
>   (ii)   PAID: _____
>
>   _____
>
> —How is recruitment accomplished?
>
>   (i)   VOLUNTARY: _____
>
>   _____
>
>   (ii)   PAID: _____
>
>   _____
>
> —Do you encounter recruitment difficulties?
>
>   (i)   VOLUNTARY: YES [   ]
>
>   NO [   ]
>
>   Comments: _____
>
>   _____
>
>   (ii)   PAID: YES [   ]
>
>   NO [   ]
>
>   Comments: _____
>
>   _____

9. Is your need for volunteers a relatively constant and steady one, or does the need fluctuate throughout the year?

        CONSTANT/STEADY [   ]

        FLUCTUATES   [   ] ——————————

> Do you know when your need for volunteers will be greatest?
>
>   YES   [   ] ——————————————————
>
>   NOT PREDICTABLE [   ]
>
> > When during the year is your need greatest? (Offer choice.)
> >
> >   [   ] Spring
> >
> >   [   ] Summer
> >
> >   [   ] Fall
> >
> >   [   ] Winter
> >
> >   [   ] Other (specify): _____
> >
> >   _____

10. Are you aware of any changes in the scope of your volunteer program overall in the last five years?

    YES [ ]

    NO [ ]

Record comments: _____
_____
_____
_____
_____

-Has the scope of your overall program increased or decreased?

   INCREASED [ ]

   DECREASED [ ]

-Why do you think that the scope of your overall program has changed? (Offer choice.)

  [ ] Planned expansion

  [ ] Change in demand

  [ ] Change in agency policy/philosophy

  [ ] Change in available resources

  [ ] Other (specify): _____
_____

-Record any additional comments: _____
_____
_____

-Do you feel that the accompanying resources required to meet your changing program needs are keeping pace at your agency (i.e., human/physical/financial resources)?

   YES [ ]

   NO [ ]

   Record comments: _____
_____
_____
_____
_____

11. Would you say that the number of people volunteering at your agency in the last five years is increasing, decreasing, or constant?

      INCREASING [ ]

      DECREASING [ ]

      CONSTANT   [ ]

12. The Volunteer Bureau is trying to understand the broad kinds of changes that are taking place in the area of voluntary participation. With this in mind, could you please tell me whether the types of volunteers coming to your agency during the last five years have been changing (i.e., increasing, decreasing, or constant) in any of the following ways? (Check and note "0" if none. Also, if respondent can't talk in 5-year time frame, note time frame.)

		INCREASING	DECREASING	CONSTANT
(a)	First of all, age:			
	(i) Has the number of youth, under 19 years old, volunteering increased, decreased or remained constant?	___	___	___
	(ii) Have the number of young adults, from 19-30 years old, volunteering increased, decreased or remained constant?	___	___	___
	(iii) How about mature adults, from 31 to 64?	___	___	___
	(iv) And seniors, 65 and over?	___	___	___
(b)	Now, the sex of the volunteers:			
	(i) Has the number of female volunteers increased, decreased or remained constant?	___	___	___
	(ii) What about male volunteers?	___	___	___
(c)	Has the number of handicapped volunteers increased, decreased or remained constant?	___	___	___
(d)	Has the number of volunteers who are utilizing their definable background skills, increased, decreased or remained constant?	___	___	___

(e) Can you give any reasons why you think any of these changes have occured?

_____
_____
_____
_____

13. Can you project what volunteer programs and/or jobs you or your agency may develop in the future? (List and describe, if any.)

_____
_____
_____
_____
_____
_____
_____

14. Based on your present (and projected) volunteer programs, can you identify if opportunities for the following types of volunteers will be increasing, decreasing, or remaining constant? (Please check.)

		INCREASING	DECREASING	CONSTANT
(a)	First of all:			
	(i) Youth, 0 to 18 years?	___	___	___
	(ii) Young adults, 19-30?	___	___	___
	(iii) Mature adults, 31-64?	___	___	___
	(iv) Seniors, 65 and over?	___	___	___
(b)	What about:			
	(i) Female volunteers?	___	___	___
	(ii) Male volunteers?	___	___	___
(c)	And, finally:			
	(i) Handicapped volunteers?	___	___	___

15. Have you or your agency had any contact with the Volunteer Bureau in the last two years?

YES [ ]

NO [ ]

How would you evaluate your relationship and/or communication with the Volunteer Bureau? Has it been: (Offer choice.)

[ ] Very satisfactory?
[ ] Satisfactory?
[ ] Adequate?
[ ] Unsatisfactory?
[ ] Very unsatisfactory?

Why is that? _____

16. Which services or programs are you aware of that the Volunteer Bureau offers? (Check if mentioned.)

[ ] Volunteer Week activities
[ ] Education Committee
[ ] Availability of consultation
[ ] Initial screening and referral of volunteers
[ ] Volunteer Bureau library
[ ] Volunteer recruitment
[ ] Promotion of citizen participation
[ ] Other (specify): _____

(LEAVE FACT SHEETS ON VOLUNTEER BUREAU SERVICES.)

INTERVIEWER'S COMMENTS: _____

VOLUNTEER BUREAU

APPENDIX "C"

PROFILE OF VOLUNTARY ORGANIZATIONS

COMMUNITY ORGANIZATIONS QUESTIONNAIRE

DATE OF INTERVIEW: _____ INTERVIEW CONDUCTED BY: _____

NAME OF PERSON INTERVIEWED: _____

POSITION OF PERSON INTERVIEWED: _____

ORGANIZATION: _____

ADDRESS: _____

POSTAL CODE: _____   TELEPHONE NUMBER: _____

1. Could we begin by exploring the background of your group? Could you tell me how
    long your group has been in operation?

        [ ] Less than 1 year   [ ] 4 - 5 years
        [ ] 1 - 2 years   [ ] 5 - 10 years
        [ ] 2 - 3 years   [ ] 10 - 20 years
        [ ] 3 - 4 years   [ ] More than 20 years

2. Briefly, what is the purpose of your organization? _____
    _____
    _____
    _____

3. What are the main activities your group is engaged in?

        [ ] Public education   [ ] Recreation
        [ ] Fund-raising   [ ] Social events
        [ ] Membership drives   [ ] _____
        [ ] Lobbying government   [ ] _____

4. Does your group have a membership?

        YES [ ] ─────────────────────────> How many members do you have?
        NO   [ ]   [ ] Less than 10
                                              [ ] 10 - 30
                                              [ ] 31 - 50
                                              [ ] 51 - 70
                                              [ ] 71 - 100
                                              [ ] Over 100

5. How many people do you have actively working with or for your group on a voluntary basis?

      [   ]   Less than 10
      [   ]   10 - 30
      [   ]   31 - 50
      [   ]   51 - 70
      [   ]   71 - 100
      [   ]   **Over** 100

6. Could you briefly outline the various roles volunteers play in your organization?

JOB "A":

(i)   Position: _____

(ii)   Job Description: _____

                 _____

                 _____

                 _____

(iii)   Time Required & Commitment: _____

(iv)   Skills/Values/Beliefs Required: _____

                 _____

(v)   Training Received: _____

                 _____

JOB "B":

(i)   Position: _____

(ii)   Job Description: _____

                 _____

                 _____

                 _____

(iii)   Time Required & Commitment: _____

(iv)   Skills/Values/Beliefs Required: _____

                 _____

(v)   Training Received: _____

                 _____

                                                      ...

JOB "C":

(i)   Position: _____

(ii)   Job Description: _____
_____
_____
_____

(iii) Time Required & Commitment: _____

(iv)   Skills/Values/Beliefs Required: _____
_____

(v)   Training Received: _____
_____

JOB "D":

(i)   Position: _____

(ii)   Job Description: _____
_____
_____
_____

(iii) Time Required & Commitment: _____

(iv)   Skills/Values/Beliefs Required: _____
_____

(v)   Training Received: _____
_____

JOB "E":

(i)   Position: _____

(ii)   Job Description: _____
_____
_____
_____

(iii) Time Required & Commitment: _____

(iv)   Skills/Values/Beliefs Required: _____
_____

(v)   Training Received: _____
_____

...

JOB "F":

(i)   Position: _____

(ii)   Job Description: _____

        _____

        _____

        _____

(iii)   Time Required & Commitment: _____

(iv)   Skills/Values/Beliefs Required: _____

        _____

(v)   Training Received: _____

        _____

JOB "G":

(i)   Position: _____

(ii)   Job Description: _____

        _____

        _____

        _____

(iii)   Time Required & Commitment: _____

(iv)   Skills/Values/Beliefs Required: _____

        _____

(v)   Training Received: _____

        _____

JOB "H":

(i)   Position: _____

(ii)   Job Description: _____

        _____

        _____

        _____

(iii)   Time Required & Commitment: _____

(iv)   Skills/Values/Beliefs Required: _____

        _____

(v)   Training Received: _____

        _____

. . .

JOB "I":

(i)   Position: _____

(ii)   Job Description: _____

_____

_____

_____

(iii)   Time Required & Commitment: _____

(iv)   Skills/Values/Beliefs Required: _____

_____

(v)   Training Received: _____

_____

JOB "J":

(i)   Position: _____

(ii)   Job Description: _____

_____

_____

_____

(iii)   Time Required & Commitment: _____

(iv)   Skills / Values/Beliefs Required: _____

_____

(v)   Training Received: _____

_____

JOB "K":

(i)   Position: _____

(ii)   Job Description: _____

_____

_____

_____

(iii)   Time Required & Commitment: _____

(iv)   Skills/Values/Beliefs Required: _____

_____

(v)   Training Received: _____

_____

(IF NO TRAINING OFFERED FOR ANY POSITIONS, GO TO QUESTION NO. 8).

7. Overall, how effective is the training you provide? Would you say it is:
   (Offer choice.)

   [ ] Very effective
   [ ] Effective   Would assistance be helpful?
   [ ] Adequate
   [ ] Ineffective   [ ] YES
                                        [ ] NO

8. At present, how do you recruit individuals to volunteer? (Offer choice.)

   [ ] Word of mouth   [ ] Public meetings
   [ ] Poster campaigns   [ ] Other groups with similar objectives/
   [ ] Media   concerns
   [ ] Door-to-door canvassing   [ ] From membership
   [ ] Newsletters   [ ] Any others? _____
   [ ] Public Speaking   [ ] _____

9. Is recruitment restricted to a specified geographic area?

   [ ] YES ────────────────────────────────────┐
                                                 ▼
   [ ] NO
                        ┌──┐
                        │ Would you take volunteers from outside   │
                        │ that area?   │
                        │   [ ] YES   │
                        │   [ ] NO   │
                        └──┘

10. How effective has your recruitment been? Would you say it has been:
    (Offer choice.)

    [ ] Very effective
    [ ] Effective
    [ ] Adequate
    [ ] Ineffective

11. Could you use more individuals as volunteers?

    [ ] YES ───────────────────────────────────┐
                                                 ▼
    [ ] NO
                        ┌──┐
                        │ Could you use assistance in recruiting   │
                        │ them?   │
                        │   [ ] YES   │
                        │   [ ] NO   │
                        └──┘

12. Does your group have a need for individuals with special skills?

    [ ] YES ─────────────────────────────┐

    [ ] NO

                                      ↓

What skills are necessary? _____

_____

_____

_____

13. Are any consultants involved with your group (i.e., research, planning, law)?

    [ ] YES ─────────────────────────────┐

    [ ] NO

                                   ↓

Are the consultants voluntary?

    [ ] YES ─────────────────────────────┐

    [ ] NO

                                   ↓

What expertise do they possess? _____

_____

_____

_____

How are they recruited? _____

_____

_____

Has their involvement been useful? _____

_____

14. If the Volunteer Bureau were to organize a series of regular workshops to explore various topics of voluntary activity, would you or someone from your group, be interested in attending?

    [ ] YES ─────────────────────────────┐

    [ ] NO

                                   ↓

Do you think you could find the time to attend?

    [ ] YES

    [ ] NO

15. Would you or your group find access to any of the following resources useful?
    (Offer choice.)

       [ ] Slide/tape recorder
       [ ] Film projector
       [ ] Films on voluntary activity, community action/development
       [ ] Games, workshops and participatory materials for use in training
            members/volunteers?
       [ ] Training manuals for volunteers on activities related to your
            organization
       [ ] Guest speakers to speak on voluntary activity related to your
            organization
       [ ] A resource library ─────────────────┐

> W at specific subjects in the area of volun ary activity would you be interested in?
>
> [ ] Recruitment
> [ ] Training.
> [ ] Retention or keeping volunteers
> [ ] Volunteer management
> [ ] Publicity
> [ ] Administration ofprograms
> [ ] Program development
> [ ] Other: _____
> [ ] _____

Are there any other resources you would find useful?

       [ ] _____
       [ ] _____
       [ ] _____
       [ ] _____
       [ ] _____

16. Have you ever worked jointly or participated in any project with another city
    group or organization?

       [ ] YES ─────────────────────┐
       [ ] NO

What group?	What project?
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

17. Are you familiar with the Volunteer Bureau and its services?

    [ ] YES

    [ ] NO

18. Have you ever considered requesting assistance from the Volunteer Bureau?

    [ ] YES

    [ ] NO

Why is that? _____

_____

_____

_____

19. Finally, do you have any ideas or suggestions as to how the Volunteer Bureau could assist your organization in its work? _____

_____

_____

_____

_____

_____

INTERVIEWER'S COMMENTS: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

PROFILE FOR VOLUNTARY ORGANIZATIONS — AGENCIES SURVEYED

SUMMER 1981

Adult Probation and Parole Services
Alternatives for Youth
Art Gallery of Hamilton
Arthritis Society - The
Association for Children with Learning
   Disabilities

Beacon Hill Lodge
Big Sister Association of Hamilton, Inc.
Birthright Emergency Pregnancy Service
Block Parents Program (Hamilton-Wentworth)
Bold Park Lodge, Inc.
B.O.O.S.T. (Blind Organization of Ontario
   with Self-Help Tactics)

Cable 4 Limited
Canadian Hearing Society - The
Canadian National Institute for the Blind
Canadian Red Cross Society
C.A.R.E. (Operated by Mental Health/Hamilton)
Catharine Brock Lodge
Catholic Youth Organization
Central Park Lodge
C.F.M.U.-F.M. Radio McMaster
Chedoke-McMaster Hospitals:
   - Chedoke Division
   - McMaster Division
Children's Aid Society of Hamilton-
   Wentworth
Circle of Friends
C.O.R.E. (Community Organized Resource
   Endeavour)

D.A.R.T.S. (Disabled and Aged Regional
   Transit System)
D.A.S.H. (Delivery Assistance to Seniors
   and Handicapped) Services

English As A Second Language

Family Services of Hamilton-Wentworth
First Place Community Centre

General Enrichment Programme Inc.
Girl Guides of Canada, Hamilton Area

Hamilton and District Association for
   the Mentally Retarded
Hamilton and District Extend-A-Family
Hamilton and District Literacy Council
Hamilton and District Multicultural
   Council, Inc.
Hamilton East Kiwanis Boys' and Girls'
   Club
Hamilton Psychiatric Hospital
Hamilton Public Library
Hamilton Recreation Department
Hamilton and Region Arts Council
Hamilton Regional Indian Centre
Hamilton S.P.C.A. (Society for the Pre-
   vention of Cruelty to Animals)
Hamilton-Wentworth Creative Arts
Hamilton-Wentworth Detention Centre
Hamilton-Wentworth Lung Association
Hamilton-Wentworth Nursing Home

Hamilton-Wentworth Regional Health Unit
Hamilton-Wentworth Roman Catholic
   Separate School Board
Henderson Hospital
Homestead Association for Substitute
   Family Living
Hope Haven Homes Incorporated

Information Flamborough

Jewish Social Services
John Howard Society of Hamilton - The
Juvenile Probation and After-Care

L'Arche Hamilton

Macassa Lodge
Mary-Cannon Women's Centre
McMaster Day Care Centre
Mental Health/Hamilton
Mission Services of Hamilton
Mountain Nursing Home
Multiple Sclerosis Society of Canada
   - Hamilton and District Chapter

...

National Parole Services
Native Women's Centre
Nursing Home Activation

Ontario Heart Foundation
Ontario March of Dimes
O.P.I.R.G. (Ontario Public Interest
    Research Group)
Outlook Hamilton

Parental Stress Services/Parents Anonymous
Planned Parenthood Society of Hamilton
Playtime Day Nursery
P.O.S.T. (Operated by Mental Health/Hamilton)
Proctor Manor Nursing Home

Rape Crisis Centre (Hamilton)
Red Hill Children's Centre
Robert Mac Home for Retarded Children
Robin's Early Childhood Centre
Royal Botanical Gardens
Rygiel Home - The

St. Elizabeth Nursing Home
St. Elizabeth Visiting Nurses Association
St. John Ambulance Association and Brigade
St. Matthew's House
St. Olga's Nursing Home
Seniors' Tele-Touch
S.H.A.I.R. (Society for Hamilton Area
    International Response)
Southview School
Steel City Wheelers
Strathcona Community Centre
Sunshine Nursing Home

Telecare

Unitarian Service Committee of Canada
United Way of Burlington and Hamilton-
    Wentworth

Webber House
Welcome Inn
Women's Centre of Hamilton-Wentworth

Young Life of Hamilton

PROFILE FOR VOLUNTARY ORGANIZATIONS - COMMUNITY ORGANIZATIONS SURVEYED

SUMMER 1981

PRE-TEST:

Durand Neighbourhood Association
PULSE
Stoney Creek Citizens Association

SAMPLE:

Age in Action

Farrisfield Park Community Council
Bay Residents Association
Browns Park Community Council
Buchanan Sports Council

Central Area Planning Committee
C.H.O.P. (Clear Hamilton of Pollution)

Eastmount Community Council

Gilkson Community Council

Hamilton Coalition for Nuclear Responsibility
Hamilton El Salvador Solidarity Committee

Keith Neighbourhood Association

Local Architectural Conservation Advisory Committee

Mountview Community Council

Parkwood Community Council

Rosedale Community Council

Save the Valley Committee
South Central Community Council

TALUS

Upper James Street - Fennell Avenue to South Bend
Upper Wellington/South Bend/Mohawk

West Hamilton Community Council
Women in Trades and Industry

URBA